

## iSolve – Virtual Knowledge Base



### Meaning Based Knowledge Delivery Solution Covering All Relevant Knowledge Sources

#### The Challenge

Most service/support organizations rely on multiple internal information sources for knowledge, and that number is quickly growing with new SharePoints, Wikis, CRMs etc. In addition organizations typically rely on Web/Social information sources, which makes it even more challenging for agents to get a 360° view of knowledge or get to the right knowledge.

iSolve is the complete solution for modern knowledge management & delivery, allowing you to organize/add/share/search/navigate/analyze federated knowledge without moving any information around.

With iSolve your team will get a 360° Knowledge Universe and will be able to pinpoint knowledge quickly and accurately. iSolve unique algorithm understands the essence of corporate knowledge and what users are looking for and is able to associate users with just the right knowledge needed.

According to Forrester Research, in a typical resolution cycle, Solution Identification can take as much as 50% of the overall issue resolution time. iSolve helps all personnel involved in the resolution cycle to perform the Solution Identification phase as much as 10x faster:

- End users use iSolve to gain Self Help
- Support / Service personnel use iSolve to increase First Call Resolution (FCR) and shorten service cycles
- IT organizations use iSolve to accelerate solution identification and eliminate escalations

**By using iSolve your organization can substantially reduce costs of service while improving the service experience.**

*“iSolve helps our team do more with the same resources while providing immediate ROI. In today’s economy it is imperative to invest in just such technologies. iSolve was implemented in days and is growing in popularity in our organization”.*

**Burkhard Storch, Product Manager at Deutsche Bundesbank**

*“For a typical use-case...would typically need to spend almost 10 minutes simply locating all of the relevant information. This time is now reduced to less than 1 minute”.*

**Michael Claes, Support & Dev. Group Manager, Cisco.**

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## iSolve delivers the right knowledge on demand quickly and accurately, based on the following unique capabilities:

- Single point of access to all your internal/Web information sources (Without moving information around)
- Personal or per-role “Knowledge Universe” guarantees you will see relevant knowledge
- Machine learning of corporate terminology makes iSolve “understand” what is available and what to look for
- ‘Virtual organization’ groups separate information sources under ‘logical themes’ for guided search/navigation
- Add/share information easily from a single interface
- Collaborative capabilities help leverage community knowledge
- Knowledge usage analytics help address missing or outdated knowledge
- Intelligent multi language translation helps locate knowledge in diversified environments
- Built-in knowledge such as Vendor documentation and Internet Forums/newsgroups
- Seamless integrations with CRM, Portals, Service Desk, content management applications etc

# Knowledge



- Substantial cost savings through immediate access to the right knowledge:
  - » Deflect issues by providing Self Help to end users
  - » Shorten resolution time
  - » Reduce escalations
- Improve service and shorten business interruptions
- Seamless integrations eliminate the learning curve
- Immediate ROI - Easy to implement and use, up and running in days, low cost of ownership

### Sample of our customers:



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