

Knowledge Base Module

» Web-Based answers at your fingertips

Scope:

uniPoint's Knowledge Base module allows you to share information from your uniPoint quality system on your website or intranet. It improves staff productivity and efficiency, eliminating time wasted searching for information across disparate systems. Allows users to quickly create questions and answers or processes for instant access to everyone in your organization.

Advantages:

This module provides fast problem resolution with 24/7 web-based self-service access. It reduces operation costs and employee training time by helping them acquire job knowledge faster. It promotes an environment that continually improves by preventing knowledge from leaving the company with employees. Finally, Knowledge Base links documents from our Document Control module, and allows you to setup unlimited user-definable Knowledge Base entries - each with unlimited

Link Type Definitions:

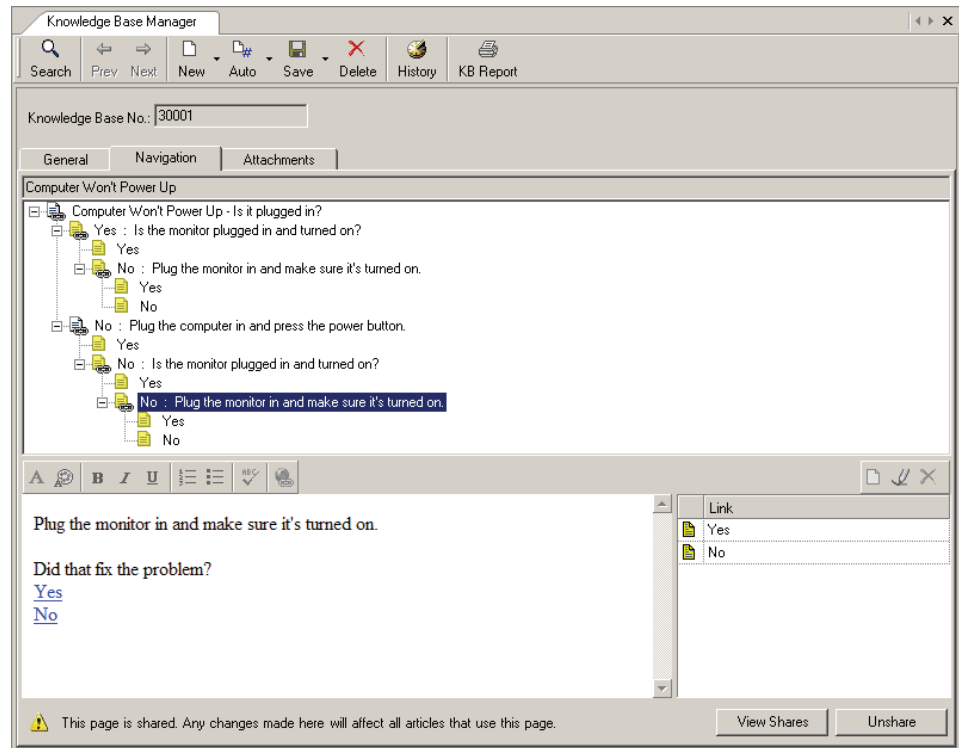
- » New Knowledge Base Page
- » Existing Knowledge Base Page
- » Document Control Document
- » E-mail User or Group
- » E-mail External
- » File
- » Webpage

Knowledge Base Module:

- » Configurable Knowledge Base library
- » Unlimited process mapping

Key Features:

- » Web-Based self-help system
- » Associate data from ERP system
- » Search by Key Words
- » Create hyperlinks to Documents
- » Built-in Spell Checker/Font Management
- » User-definable Types, Categories & Classes
- » Lookup/Link Part Number
- » Unlimited Attachments



General Capabilities:

- » E-mail Notification
- » History Tracking

Reporting:

- » Knowledge Base Report
- » Knowledge Base Usage Report

