

## What's New in Unicenter® ServicePlus Knowledge Tools 6.0

### Solution Overview

Unicenter® ServicePlus Knowledge Tools is a full life-cycle knowledge management solution that provides rapid, cost-effective problem resolution by tailoring and placing unique responses directly into the hands of users. By delivering multiple problem-solving technologies that can be implemented individually or together, Unicenter ServicePlus Knowledge Tools enables rapid searches of a dynamic knowledge base to quickly resolve customer issues. This capabilities empower both the analyst and end-users to resolve problem more quickly thus saving both time and money.

### How does this solution are fit into the overall strategy?

Our focus with the Unicenter brand strategy is to create a self-managing infrastructure. Unicenter® ServicePlus is the first proof point in offering self-service and self-managing capabilities. Unicenter ServicePlus Knowledge Tools v6.0 is the key solution that gives service and support organizations the ability to achieve new levels of productivity by providing relevant knowledge that increases the incentive for self-service and decreases the number of calls received by the support organization. One of the biggest challenges of Knowledge management is to keep Knowledge relevant. USP KT 6.0's unique design self-manages the knowledge base by easily enabling creation of knowledge and automatically retiring old knowledge

Robust out-of-box integrations with knowledge content vendors that compliment Unicenter® ServicePlus Knowledge Tools expand the power that the analyst has at their fingertips to solve problems. Our scalable architecture provides a solution for both small and large deployments.

### New Functionality

**Integration between Unicenter® ServicePlus Knowledge Tools and Unicenter® ServicePlus Service Desk.** There are many new integration touch points supporting the interface between Unicenter® ServicePlus Knowledge Tools and Unicenter® ServicePlus Service Desk as follows:

- Unicenter® ServicePlus Knowledge Tools and Unicenter® ServicePlus Service Desk share a Common Contact Repository.
- When a user is authenticated with one Unicenter® ServicePlus product, the authenticated user ID is securely transferred to other Unicenter® ServicePlus applications so a user need only log on once.
- Unicenter® ServicePlus Knowledge Tools and Unicenter® ServicePlus Service Desk share the same startup window. Therefore, when both products are installed, users can access them from the same entry point.
- Administrative settings can be set to determine field-by-field how Unicenter® ServicePlus Knowledge Tools and Unicenter® ServicePlus Service Desk fields should integrate. Administrators can choose which Unicenter® ServicePlus Service Desk fields should be populated with Unicenter® ServicePlus Knowledge Tools information.
- Issues and Requests can be opened based on the Knowledge Document the user is viewing. Information from the Knowledge Document will populate the Unicenter® ServicePlus Service Desk Issue or Request.
- In an Issue with an accepted Knowledge Document or when an Issue or Request is created, an audit trail of the user's Unicenter® ServicePlus Knowledge Tools activities can be viewed from the Unicenter® ServicePlus Service Desk Issue or Request.
- Users can create a Unicenter® ServicePlus Service Desk Request or Issue from Unicenter® ServicePlus Knowledge Tools. Various knowledge information (such as description, categories, priority, and so on) can be used to populate the Request or Issue.
- Users can submit Knowledge Document candidates from within a Unicenter® ServicePlus Service Desk Request or Issue.
- Users can configure the search parameters used to search the knowledge base from a Unicenter® ServicePlus Service Desk Request or Issue. When a user initiates a search from a Unicenter® ServicePlus Service Desk Request or Issue, product and Issue description information is used as part of the search criteria.

April 2003

### Feature Summary

- Browse knowledge base
  - Navigate categories
  - Bubble up FAQs
- Search methods:
  - Keyword search
  - Natural Language Search
- Bookmarks
- Knowledge base:
  - One integrated knowledge base
  - Documents
  - Knowledge trees
  - Multimedia
- Managing metrics:
  - Usage
  - Time and usage
  - Success count
- Architect:
  - Authoring
  - Validation
  - Retirement

### Server

- Windows NT 4.0/SP6a or Windows 2000/SP3
- Microsoft Internet Information Server IIS 4.0 and 5.0

### Browsers

- Microsoft Internet Explorer 5.5/SP2 or 6.0/SP1
- Netscape Navigator 4.X, 7.0
- Mozilla 1.1

### Clients

- Windows NT 4.0/SP6a
- 98, 2000/SP3, and XP

**Web Services.** Unicenter® ServicePlus Knowledge Tools defines a complete programmable interface using Web Services. Unicenter® ServicePlus Knowledge Tools' Web Service API is built on standards set by the World Wide Web Consortium (W3C). It provides services over the HTTP protocol using recognized standards such as SOAP and WSDL, making it accessible by clients on multiple platforms. Using these Web Services, customers can embed Unicenter® ServicePlus Knowledge Tools functionality directly in their own applications, thus making the applications "self-supportable."

**Attachments Library.** The new Attachments Library gives the Unicenter® ServicePlus Knowledge Tools administrator full control over the file repository, which manages files for document attachments and links. The new functionality includes:

- Increased file editing functionality
- More flexible file storage for increased usability and performance
- Files can be stored on machines remote from the one on which the Unicenter® ServicePlus Knowledge Tools Architect server resides
- The Unicenter® ServicePlus Knowledge Tools administrator determines and sets permissions to access attachment files, increasing file security

The most significant library management enhancement is the File Repository Server. This stand-alone component manages the repository when it resides on a different machine than the Unicenter® ServicePlus Knowledge Tools server. The machine on which the File Repository Server resides is typically in a secured area behind a firewall.

**Additional Administrative Functionality.** New functionality is as follows:

- Administrators can delete multiple documents at once, in a specific category or based upon a filter. Categories, sub-categories, and their documents can be deleted in the same delete action.
- Administrators can modify the built-in template.
- Administrators can show or hide the Submit Knowledge command as appropriate.
- New knowledge submitted through the Submit Knowledge form triggers notifications to designated analysts.
- More specific types of administrative roles (for example, Knowledge Administrator and System Administrator) can be created. Access to product functions is based on the Unicenter® ServicePlus Knowledge Tools roles assigned to each user when the user is created.
- Users can select a Knowledge Tree document as the opening screen for Unicenter® ServicePlus Knowledge Tools.
- Administrators can determine if Unicenter® ServicePlus Service Desk Issues and Requests can be opened and populated from Unicenter® ServicePlus Knowledge Tools.

**Knowledge Re-Index Utility.** In previous releases, keywords were indexed against synonyms and noise words when a Knowledge Document was created. However, if new noise words or synonyms were added to the list after a document was saved, existing Knowledge Documents were not properly updated until each was re-saved separately.

The Knowledge Re-Index utility in Unicenter® ServicePlus Knowledge Tools 6.0 re-indexes all new synonyms and noise words against keywords in existing Knowledge Documents and alerts the administrator when changes are made that require re-running the utility.

**Spell Check.** The Architect component of Unicenter® ServicePlus Knowledge Tools includes a Spell Check feature with which users can check spelling in Knowledge Documents before publishing them. When a user clicks the Spell Check button on the Knowledge Document Editor form, the feature highlights misspelled words in the document, suggests replacements, and lets the user choose to correct the misspelling, ignore the misspelled word, or add the misspelled word to the dictionary. Specifically the Spell Check feature checks the spelling in the title, summary, resolution and problem fields.

**Import/Export Utility.** The Import/Export utility allows the user to export Knowledge Documents from one database to another. It exports data from the source database into a file that can be imported into the destination database. This feature provides a backup of the

knowledge base in the event of a disaster.

### Enhanced Functionality

**Improved Search Performance and Functionality.** Search performance and functionality has been increased in Release 6.0 to provide:

- More relevant and easily understandable search results
- Increased performance
- Scalability
- Stability
- Robustness

**Additional Management Reports.** New reports have been added and designed in Unicenter® ServicePlus Knowledge Tools to answer the basic needs of administrators and managers. Reports are included to measure the effectiveness of the search and the Knowledge Document relative to the accepted solutions for Unicenter® ServicePlus Service Desk Issues and Requests. Overall Unicenter® ServicePlus Knowledge Tools metrics and basic usage of the system reports are also added.

**General Performance Enhancements.** The following changes were made in Release 6.0 to increase Unicenter® ServicePlus Knowledge Tools performance:

- The number of comments returned when opening a Knowledge Document has been limited
- FAQ performance with large databases is enhanced
- The Architect page tree can comfortably handle more than 1,000 categories per level

**Workflow Enhancements.** The following changes were made in Release 6.0 to increase Unicenter® ServicePlus Knowledge Tools workflow:

- Multiple workflows can be created.
- Workflow type is chosen at document creation.
- During the workflow process, users with full privileges can edit documents. Ownership overrides privileges. That is, the owner can edit a document even if she does not have full privileges for it.
- The document owner can change the owner and status of a document only during workflow.
- Owners are notified on all document notifications.
- An alternate owner can be chosen from Unicenter® ServicePlus Knowledge Tools groups, Unicenter® ServicePlus Service Desk groups, and user-by-user. Multiple alternate owners can be defined for a document.
- Published documents are read-only and can be edited only when the document is set to an unpublished state.
- An administrative option can be set to let users with full privileges edit published documents.
- An administrative option can be set to allow only the owner permission to edit a document during the workflow process.