

# iSupport<sup>®</sup> Training Course

## **BUILDING AN EFFECTIVE KNOWLEDGE BASE**

### **DESCRIPTION:**

The capture and dissemination of knowledge across various levels of staff is a fantastic way to facilitate quicker resolution times and lower training costs, and deploying knowledge to your customers can further optimize resources. This course will outline effective ways to capture knowledge, as well as distribute it to those who will benefit from seeing it. This course typically runs up to one and a half hours.

### **TOPICS COVERED:**

- Creating and Accessing Knowledge Entries
- Using the Feedback Feature
- Designating Availability to Support Representatives and Customers
- Implementing and Managing the Knowledge Entry Approval Process
- Viewing Knowledge Entries from the iSupport Desktop, End User Desktop, and Incident Screen
- Setting Up RightAnswers Integration
- Q&A as Needed

**COST:** \$300 per seat  
**LOCATION:** Online  
**SCHEDULE:** 2-5 days in advance

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## **BUILDING AN EFFECTIVE KNOWLEDGE BASE**

### **AGENDA:**

#### **Implementing and Managing the Approval Process**

- Enabling Knowledge approvals
- Setting approval options for Support Representatives

#### **Creating Knowledge Entries**

- Creating knowledge entries from closed incidents and problems (if enabled)
- Entering knowledge entries via the Knowledge Entry screen
- The Image Manager
  - o Uploading Images
  - o Inserting Images

#### **Designating Knowledge Base Availability to Support Representatives and Customers**

- Assigning knowledge approved statuses

#### **Using the Feedback Feature**

- Enabling the Feedback and Rating feature
- Entering comments and ranking knowledge entries

#### **Viewing Knowledge Entries from the iSupport Desktop, End User Desktop, and Incident Screen**

- Using knowledge views on the iSupport Desktop
- Performing categorization-based knowledge searches on the Incident Screen
- Performing simple and advanced searches via the End User Desktop

#### **Setting Up RightAnswers Integration (if applicable)**

- Enabling RightAnswers functionality

#### **Q & A as Needed**

\* Agenda subject to change at presenter's discretion