

Key Benefits of Numara Industry KnowledgePaks

- Deliver fast and consistent help desk service to end-users for questions about the most popular business and desktop applications and software
- Improve productivity of help desk staff through a single, centralized technical support knowledge base to solve end-users' problems more quickly, accurately and without problem escalation
- Reduce initial training time and costs for technicians by providing easy access to expert advice
- Reduce support costs and increase user satisfaction by improving First Call Resolution Rates and minimizing call escalations to higher, more expensive support staff
- Increase productivity and proficiency of end-users by providing a self-service knowledge base portal that can be accessed 24/7

Numara Industry KnowledgePaks

Provide your customers with fast answers to questions about the most popular business and desktop applications and software

- Leverage the centralized technical support knowledge base to resolve problems for end-users with optimal efficiency, accuracy and minimal impact on resources.
- Bolster the productivity and effectiveness of your help desk staff and eliminate problem escalation with convenient access to solutions to common issues.
- Slash the time and costs associated with technical training by giving your staff easy access to expert advice and proven solutions.
- Pare down support costs with enhanced First Call Resolution Rates, which reduces the need for call escalations to higher, more expensive support staff.
- Improve end-user productivity and proficiency by providing a self service knowledge base portal that can be accessed 24/7.

Empower your agents with reliable, easy and fast access to on-target solutions and resolve technical problems in less time

Escalating customer issues needlessly can impact your business success. Leveraging a centralized database of proven solutions, agents can answer frequently asked questions to issues with ease every time a customer calls. After all, to achieve the bottom-line you need to keep customers happy, so you need to spend less time looking for solutions and more time providing answers with accuracy and speed.

With the ever-increasing number of new software applications, PDAs and other devices that require more and more support from the help desk, it's a daunting challenge for technicians and end-users to keep up with them and know how to solve issues when they occur.

As an additional resource that can integrate with both Numara® Track-It!® and Numara® FootPrints®, Numara® Industry KnowledgePaks gives your technicians and end-users instant access to over 125,000 solutions covering more than 250 popular software titles.

Technicians can focus on core business responsibilities instead of authoring content and responding to redundant questions, while end-users can self resolve many of their own issues.

The result:

With Numara Industry KnowledgePaks, your support organization can:

- Streamline help desk processes
- Control costs
- Deliver fast, expert service
- Increase support capacity
- Bolster end-user satisfaction and proficiency
- Achieve a measurable return on your investment, rapidly

Numara Industry KnowledgePaks for Technicians

Numara Industry KnowledgePaks enables technicians to access a centralized technical support database that leverages high-impact content and turns the power of knowledge into performance and productivity.

With Numara Industry KnowledgePaks, second level staff can concentrate on resolving higher-level business issues. This is because first level staff can find the correct answers quickly by matching the right answer to the right audience in the most appropriate format, minimizing the need for escalation.

Designed as a critical component of a high-volume help desk operation and driven by the understanding of how users work and learn, Numara Industry KnowledgePaks provide distinct solution-types including:

- Diagnostic trees
- Error messages
- How-to's
- Problem/solution pairs
- Show-IT (Multimedia "just in time" training through full-motion narrated video)
- Automate-IT (advanced "wizard-like" script that performs an action or feature on the user's desktop)

Numara Industry KnowledgePaks for End-Users

Calls to the help desk are reduced significantly because Numara Industry KnowledgePaks empowers end-users with the ability to self resolve issues.

Numara Industry KnowledgePaks plays a key role in bolstering user productivity and proficiency, while slashing the costs and involvement of technicians, by providing users with 24x7 access to information where and when they need it. Additionally, service levels provided are not compromised.

Numara Industry KnowledgePaks can be delivered through a self service portal in a variety of ways depending on budget and technical requirements. Use your existing IT investments to deliver content via:

- Existing corporate Intranet
- Internally developed support portal
- Numara Track-It! Self Service and Numara FootPrints

Content Is Updated Continuously

A key distinguishing factor that places Numara Industry KnowledgePaks at a level higher than any other product on the market is the fact that the knowledge base and information resources are updated continuously. Solutions for questions from end-users around the world are added on a regular basis to the repository, ensuring a dynamic, ever-growing knowledge base that addresses users' needs on an ongoing basis. For questions where answers can not be found, solutions are added within one business day.

Feature Highlights

Centralized Technical Support: Save valuable time and reduce costs for technical staff by delivering access to a comprehensive, easy-to-use knowledge base of solutions for the most popular business applications and software vendors on the market.

Daily Real-Time Updates: Ensure the most current knowledge base information with daily real-time updates (during subscription period) or existing product titles and detailed coverage of new product titles.

Flexible Search Engine Options: Search across a broad range of topics or use narrow search capabilities to deliver quick solutions with maximum efficiency.

Subscriptions to Numara Industry KnowledgePaks are available for Numara Track-It! and for Numara FootPrints solutions.

Numara Industry KnowledgePaks deliver solutions on over 250 of the most popular business computing applications including Adobe[®], Citrix[®], Cognos[®], Corel[®], Lotus[®], McAfee[®], Microsoft[®], Netscape[®], Novell[®], Oracle[®] E-Business Suite, PeopleSoft[®] and Siebel[®], SAP[®] and Symantec[™], among many others. Solutions for devices such as Blackberry[®], Blackboard[®], HP[®] iPAQ and Palm[®] organizers and multiple operating systems, hardware and disk utilities are also covered. Over 125,000 answers to common questions can be found within Numara Industry KnowledgePaks and new solutions are developed based on customer usage and direct demand.

For a complete, up-to-date listing of solutions, visit www.numarasoftware.com/add-ons.asp