

Title (en)  
SOLUTION INFORMATION FOR KNOWLEDGE MANAGEMENT SYSTEM

Title (de)  
LÖSUNGSIONFORMATIONEN FÜR EIN WISSENSVERWALTUNGSSYSTEM

Title (fr)  
INFORMATIONS SUR DES SOLUTIONS DANS UN SYSTEME DE GESTION DES CONNAISSANCES

Publication  
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Application  
**EP 03811847 A 20031126**

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Abstract (en)  
[origin: WO2004049221A2] New functions for a contact center system include: testing user's comprehension of informational messages with a quiz; capturing insight of superior users having a KPI score above a threshold by having those users submit information on why they perform so well; dynamically ordering solutions to issues by re-ranking the solutions periodically based on recency and frequency; integrating information for use by a contact center representative while online with a customer and information for use when not online; storing content items in a telecommunications industry taxonomy; directing user feedback on a content item to the proper owner/manager of that content; communicating solution information using a solutions taxonomy; displaying a dual information system having a CRM application as well as reference material that is context-appropriate; enforcing completion of a group of templates when creating a content item to be published; ensuring a group of templates for a content item are complete before publishing them; and searching within a contact center system portal using a continuum of search functions. In a knowledge management system (such as may be used by a contact center user), a method for communicating solution information to the user may include retrieving solution data from a database. Such a database may be organized to have at least three sections: a first section that provides general information about the solution, a second section that describes situations in which the general information is not applicable, and a third section that sets forth contact information for further assistance with the solution. The first section (which provides general solution information) may itself be divided into two subsections, namely a first subsection that describes common solutions and a second subsection that provides a suggested script for the user. Ordering a list of solutions stored in the knowledge management system is accomplished in one embodiment by providing a set of solutions. The set or a subset of frequently requested solutions can be presented to one or more users. As users access the solutions, their access is tracked so that the sequencing of the solutions may be determined by frequency and/or recency. For example, the most often requested solution may appear first, or the most recently requested solution may appear first. Periodically, the tracked information is used to generate a new subset of solutions to present to the user(s).

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Citation (search report)  
See references of WO 2004049221A2

Citation (examination)  
• US 4905163 A 19900227 - GARBER SHARON R [US], et al  
• WO 02073331 A2 20020919 - SEMANTIC EDGE GMBH [DE]  
• US 5745895 A 19980428 - BINGHAM RONALD E [US], et al  
• US 6272507 B1 20010807 - PIROLI PETER L [US], et al

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