RESOLVE CUSTOMER ISSUES QUICKLY, ACCURATELY AND COST EFFECTIVELY WITH UNPARALLELED SCALABILITY

IgniteTech's Knova is a full-featured enterprise knowledge management solution backed by best-in-class, in-memory analytics. Knova is the perfect fit for large customer service and support organizations — especially those who need to handle complex queries across channels in industries such as high tech, telecommunications, health insurance, financial services and the IT help desk. Knova helps these companies resolve customer issues quickly, accurately and cost effectively with unparalleled scalability all while ensuring the most critical knowledge content is always available and continuously improved.

KNOWLEDGE IS POWER

Knova delivers a resolution workbench for customer-facing agents, a comprehensive support portal for customer self-help, a knowledge repository designed for rapid capture and easy editing, and a market leading adaptive search and navigation system that provides easy access to all relevant content across the enterprise. By building both agent- and customer-facing functionality on a common platform, Knova breaks through knowledge silos to deliver one platform for all knowledge users.

As part of the Knova solution, the following functionality is included:

- **Knova Knowledge Central**: Built to capture knowledge across the enterprise and then make it available to employees, partners and customers with the goals of providing a superior customer experience and a healthy ROI.
- **Knova Self-Service:** Provides all the functionality and content that customers need to resolve their issues themselves, immediately, 24/7. It also preempts contacts and customer frustration by proactively delivering information about known issues to targeted customers.
- **Knova Analytics:** A visual, intuitive set of tools with reports built on cutting edge technology. Associative, in-memory technology delivers fast results and better decision-making through a series of role-based, predefined dashboards designed to help line managers, operations analysts, knowledge program managers and website owners do their jobs more effectively.
- **Knova KMX:** Knova Mobile eXperience (KMX) enables users to use the existing Knova Self-Service (KSS) application on an iPhone, iPad, Android and other mobile devices. In short, KMX is the mobile app that your users and customers use to access resolutions to complex issues at any time and in any place.

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WHAT SETS KNOVA APART?

Most knowledge tools out there are lightweight modules made to handle simple FAQs and backed with basic keyword search that often returns dubious results. Knova Knowledge Management is a fully realized KM application built for the enterprise and especially designed to meet the needs of high-tech customer service and support. That means even complex questions can be handled by a self-service session on your website to drive efficiency while creating an exceptional customer experience.

	WHAT IT DOES	HOW IT'S DIFFERENT	WHY IT MATTERS
KNOWLEDGE CENTRAL	• Adaptive, self-improving search and navigation • Seamless agent resolution from CRM • Resolution flows • Knowledge umbrella • In-process authoring • Collaborative support • Recommendation & visual search management	Unlike other tools, Knowledge Central eases the task of resolving customer issues with one platform for all knowledge and tools agents need to resolve customer issues.	Knowledge Central is built on a simple design philosophy: streamlining the agent's job means higher productivity, happier customers and happier staff.
SELF-SERVICE	• Adaptive, self-improving search and navigation • Integration with CRM • Personalization • Analytics for insight	Self-Service mines the knowledge you have housed in many places — your website, customer Forums, wikis, documentation, etc. — and presents it through a highly customizable, personalized microsite.	Self-service deflects the mundane and repetitive calls so agents are able to concentrate on solving new, more challenging issues.
ANALYTICS	• In-memory analytical processing • Associative data model • Prebuilt high-value reports across three areas • Flexibility to create custom reports • Visually interactive interface	Analytics is a visual, intuitive set of tools with predefined role-based reports built on cutting edge technology — this helps you answer pressing business questions that will help you drive to the truth about your service levels.	The associative in-memory technology brings fast results and better decision making through a series of dashboards designed to help line individuals do their jobs more effectively.

FOR MORE INFORMATION

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