446

PLATTFORM

KNOWLEDGE MANAGEMENT

individual knowledge database

collectivize knowledge

uncomplicated access to
expert knowledge

integration into processes

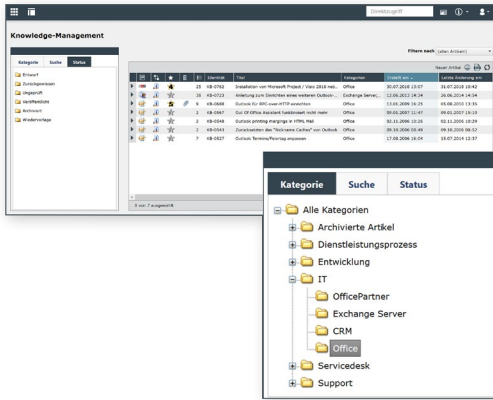quality through processes

evaluation system

The 446 Plattform® offers you the opportunity to make your company's knowledge available anytime, anywhere. Increase the efficiency of your processes by building a knowledge database. You design the processes for collecting, preparing and making available the knowledge of your organization. Those who can share knowledge within the company will gain competitive advantages.

With the Knowledge Management module, you get a reliable solution for building and designing a knowledge database. You record the knowledge in the form of articles using an editor or generate them from your processes. These articles contain, for example, information, solutions, search criteria, evaluations, categorizations, and validities for topics that are relevant to your daily work. Knowledge articles can be written and provided in different languages.
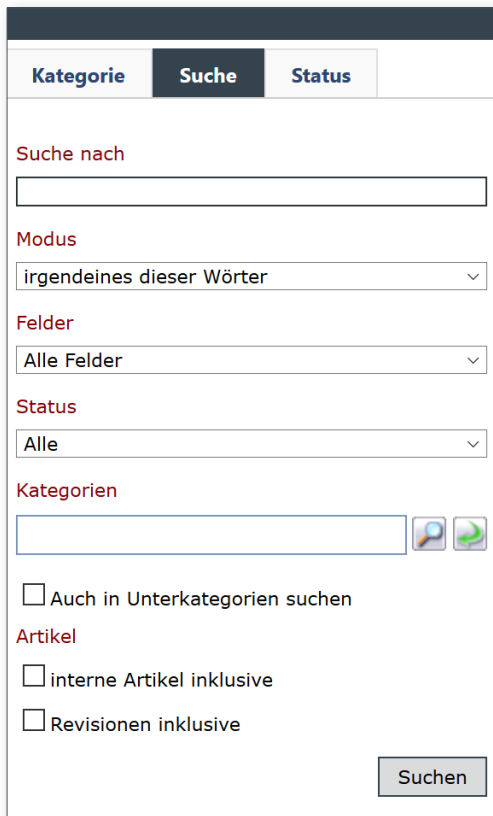
You can freely configure the structure of an article and keep it up-to-date via a notification system with periodic resubmissions. The editing process and the rating system ensure quality.

GATHER

RECEIVE

USE

VALUATE

DEVELOP

SHARE

ISONET

IMPORTANT FUNCTIONS AT A GLANCE

CREATE AN ARTICLE

To create a new article, you are supported by a wizard and templates. A dialog guides you through all further steps.

STRUCTURE OF AN ARTICLE

In addition to the general content, you can also access file attachments, history logs, or revisions. Ratings (points system) allow you to rate the item and improve its effectiveness.

If multiple languages are available on the 446 Plattform®, articles can be written and displayed in various languages. You can change the language via a language register. The orders associated with the article are listed in an overview and can be edited directly. In the actions, the currently logged in user can view his tasks.

ACTIONS OF AN ARTICLE

You have various actions with an article:

- publish an article
- check an article
- revise an article
- workflow actions

MANAGEMENT OF ARTICLES

Knowledge articles can be managed in a tree view via freely definable categories. You can define categories, schemas, validities, visibilities, knowledge carriers or resubmissions define and adjust.

SEARCH OF ARTICLES

Various search options are available to quickly find articles:

- search by categories
- filter
- indexed search
- display of articles by status

In addition, an advanced search can be used to search in detail for specific articles in the knowledge database.

MANAGEMENT OF ARTICLES
freely definable categories

SEARCH FUNCTIONS
search by free text and criteria

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