

## Save Time. Reduce Costs. Increase the Efficiency of Computer Support

**P**rovide your Help Desk and End Users with an immediate and powerful resource for support. KnowledgeBroker licenses one of the largest proprietary KnowledgeBases of prepackaged content for Microsoft, Lotus and Corel/WordPerfect applications.

Empower your Support Analysts with a complete range of essential solutions for desktop applications, operating systems, the Internet, and more. Each KnowledgeBase contains fast, step-by-step answers to thousands of questions about software, hardware, operating systems and the Internet.

### Save Time and Slash Costs

Increase first call resolution rates. Reduce costly escalation and customer callbacks. Use the KnowledgeBase's compact design to cut Help Desk call times. KBI answers are short, concise and to the point. Designed for both Help Desk Agents and End Users, our solutions quickly answer the questions that people really ask.

KBI's KnowledgeBases began as a critical component of a high volume Help Desk operation. KnowledgeBase solutions have been written in response to actual user questions taken from more than 1,500,000 support calls. Fast answers to real world questions, KBI solutions help analysts walk callers accurately, quickly and efficiently through a support call.

### Increase Efficiency and Productivity

Consistently fast, easy to understand, correct answers help increase call center productivity — analyst to analyst,

shift to shift. Reduce costly agent training time by providing KBI's knowledge to new support techs. Increase the skill level of all your analysts by immediately filling gaps in their technical expertise. Eliminate expensive and confusing duplication of effort with a central resource of essential support knowledge.

Gain dramatic ROI. Reduce the total number of incoming calls to your Help Desk by providing your end users 24 x 7 self-help access to straight-forward problem solutions.

### Results: Immediate Return on Investment

As support content specialists, we know that these proven business KnowledgeBases reduce expenses and increase call center performance. Review the benefits of our value-based productivity resources and decide for yourself.

- **Best tech support** resource at lowest cost
- **No costly time lags**, no delays for development
- **Instant answers** to frequently asked support questions
- **Reduce call volume** to your Help Desk.  
Provide End Users 24 x 7 easy self help. KBI solutions are designed for end users as well as support professionals
- **Template for building** additional content
- **Shorter call times**. Clear, concise solutions.
- **Excellent Help Desk Training Tool**
- **Consistent Answers**. Day to day, shift to shift
- **Secure**. Content resides in your system rather than off site.  
No firewall problems. No additional security issues
- **Proprietary Content**. No sub-licensing concerns.
- **Maximum flexibility** License what you need to solve your computer support business problems.



## KnowledgeBroker Solutions Work!

**K**nowledgeBase content packages have been customized to fit all business types and sizes. Positioned for Help Desks Agents and End users, KnowledgeBases are a powerful asset across all business sectors. Each package is value-priced for a quick ROI.

### Content that Fits Both Budget and Environment

#### **StarterBase**

Sample content bundled with your system. Use as a template for building new content.

#### **CoreBase**

For businesses with support requirements for a focused set of desktop applications, operating systems and Internet products.

#### **Microsoft Solution Support Suite**

For businesses that support 'Everything Microsoft.' Covers Microsoft desktop applications, a broad range of operating systems, and the Internet.

#### **TotalBase**

For businesses that need 'everything we have' to support new and legacy applications from the broadest range of vendors. Includes support for Microsoft, Lotus, Corel/WordPerfect applications, operating systems, hardware, and the Internet.

#### **Keep your Content Current!**

All KnowledgeBases updated through annual subscription  
New content sent quarterly.

### Six Key Reasons to License KBI Support Content

**1. KBI Content saves time.**

Short search time. Quick read time.

Saves 'resolution' time - working customer through question. The result? Shorter call times for analysts, shorter call times for users

**2. Solutions are easy to find** through a search engine. Problems are stated in the 'Caller's own words.'

**3. KBI Content is proprietary**

No sub-licensing concerns. No vendor 'spin'.

**4. KBI Solutions are operational, not academic**

Step-by-step Solutions are short and crisp for precision and speed. Graphics used conservatively, increasing speed, clarity. Compact solutions are easy to store.

**5. KBI Solutions don't duplicate** purchased support from other sources .

**6. KBI Solutions priced and packaged for maximum ROI.**

Aggressive pricing

Purchase only what you need

Highest 'hit rate'

