

# Microsoft Solution Support Suite

Computer Support KnowledgeBases

from KnowledgeBroker, Inc.

## Instant, Cost-effective Answers to Thousands of FAQs

SUPPORT SOLUTIONS

**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 desktop applications.

KBI's Microsoft Solution Support Suite is for businesses that support 'Everything Microsoft.' This comprehensive support package covers all versions of Microsoft desktop applications, a broad range of operating systems, and solutions for problems with the Internet. Bundled in a comprehensive, vendor-focused suite, KBI makes it easy to license the support you need value-priced for a quick ROI.

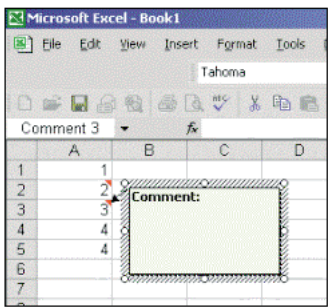
### Save Time and Cut Costs

Increase first call resolution rates. Reduce costly escalation and customer callbacks. Use the compact

**EXCEL XP**  
INSERTING CELL COMMENTS

To insert cell comments in Excel 2002:

1. Click the cell where the comment is to be inserted.
2. From the **Insert** menu, click on **Comment**.



3. Type the comment to be embedded.
4. Click anywhere on the active worksheet to exit the comment box.

design of our solutions to cut Help Desk call times. KBI answers are short, concise and to the point. Designed for both Help Desk Analysts and End Users, our solutions quickly answer the questions that people really ask.

### 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 questions
- **Reduce call volume** to your Help Desk.
- **Provide End Users 24 x 7 easy self help.** KBI solutions are designed for end users and 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.
- **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.

### Keep your Content Current!

All KnowledgeBases are updated through an annual subscription.

 **KnowledgeBroker, Inc.**

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SUPPORT SOLUTIONS

## Current Title List

### MICROSOFT DESKTOP APPLICATIONS

Microsoft Exchange  
Microsoft Office 2003  
Microsoft Office XP  
Microsoft Office 2000  
Microsoft Office 97, 95  
Microsoft One Note  
Microsoft Publisher 2003  
Microsoft Publisher XP  
Microsoft Publisher 2000  
Microsoft Publisher 98  
Microsoft Publisher  
Microsoft Active Directory  
Microsoft Access 2003  
Microsoft Access XP  
Microsoft Access 2000  
Microsoft Access 97  
Microsoft Access 95  
Microsoft Access 2.0  
Microsoft Encarta Std. 2004  
**NEW** Microsoft Excel 2007  
Microsoft Excel 2003  
Microsoft Excel XP  
Microsoft Excel 2000  
Microsoft Excel 97  
Microsoft Excel 95  
Microsoft Excel 5.0  
Microsoft InfoPath 2003  
Microsoft Mail 3.0  
Microsoft Money 2004  
**NEW** Microsoft PowerPoint 2007  
Microsoft PowerPoint 2003  
Microsoft PowerPoint XP  
Microsoft PowerPoint 2000  
Microsoft PowerPoint 97  
Microsoft PowerPoint 95  
Microsoft PowerPoint 4.0  
Microsoft Project 98

Microsoft Project  
Microsoft Schedule 95  
Microsoft Visio 2003  
Microsoft Windows Sharepoint Services  
**NEW** Microsoft Word 2007  
Microsoft Word 2003  
Microsoft Word XP  
Microsoft Word 2000  
Microsoft Word 97  
Microsoft Word 95  
Microsoft Word 6.0  
Microsoft Works

### OPERATING SYSTEMS

Windows Server 2003  
Windows Media Center  
**NEW** Windows Vista  
Windows XP Professional, Home  
Windows 2000  
Windows Millennium  
Microsoft Windows NT 4  
Microsoft Windows NT  
Microsoft Windows 98  
Microsoft Windows 95  
Windows (3.1)  
MS Dos 6\_22

### INTERNET APPLICATIONS

Microsoft FrontPage 2003  
Microsoft FrontPage XP  
Microsoft FrontPage 2000  
Microsoft FrontPage 98  
**NEW** Internet Explorer 7  
Internet Explorer 6  
Internet Explorer 5  
Internet Explorer 4  
Internet Explorer  
FTP Windows



**KnowledgeBroker, Inc.**