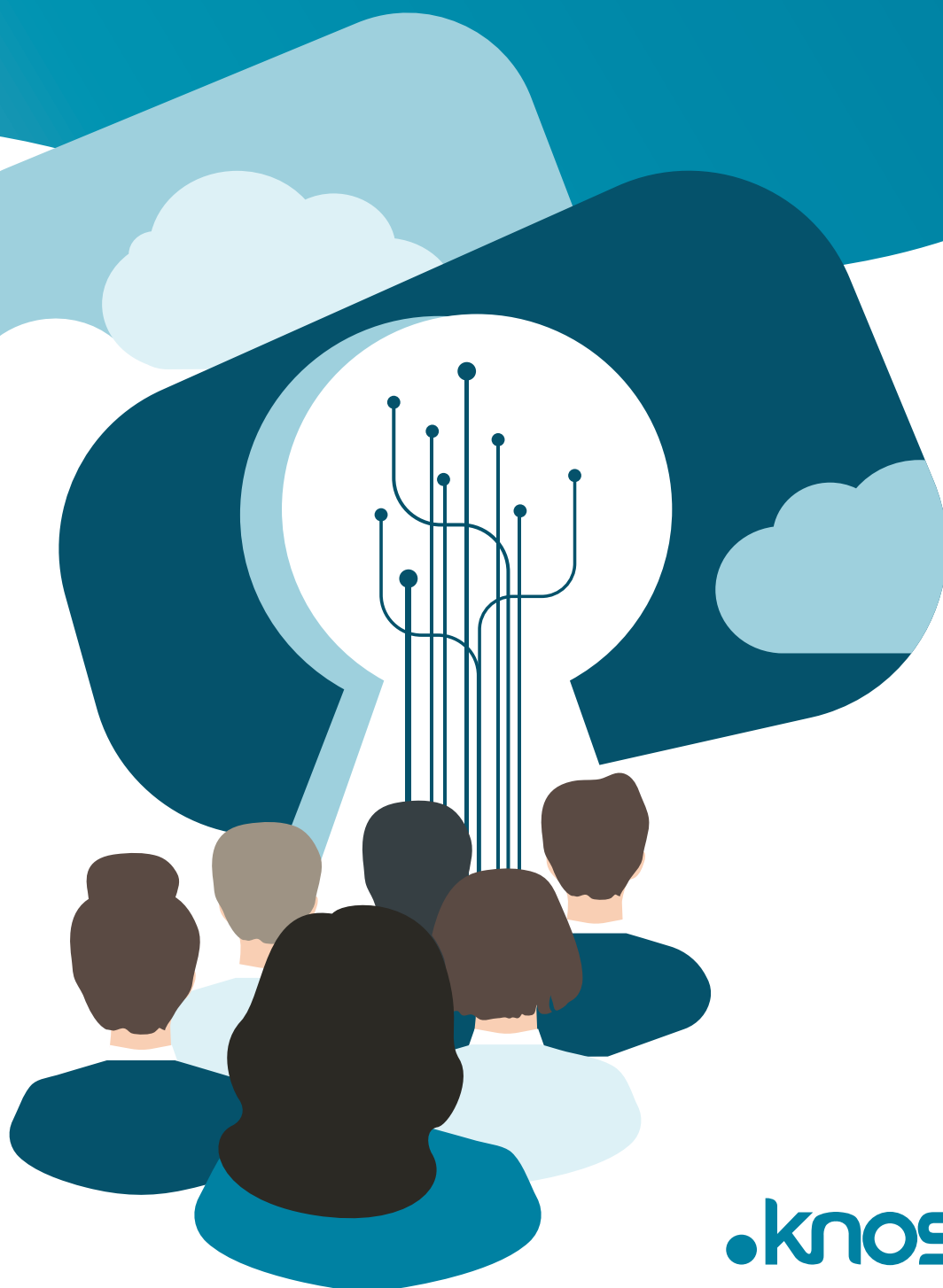


# KIQ Cloud From Knosys, The Intuitive Platform Supporting Your Team.

**KIQ**  
CLOUD

Our simple knowledge management centre inspires success and delivers powerful brand experiences.



**knosys**  
[www.knosys.it](http://www.knosys.it)

# Your Business Information Needs to be Accurate, Consistent and Easily Accessible.



## Meet KIQ Cloud – The Knowledge Management Platform Transforming the Digital Workplace.

### What Is Knowledge Management?

Every company and organisation must have a system for organising the knowledge and processes within it. How structured and effective that system is can determine customer experiences and staff retention.

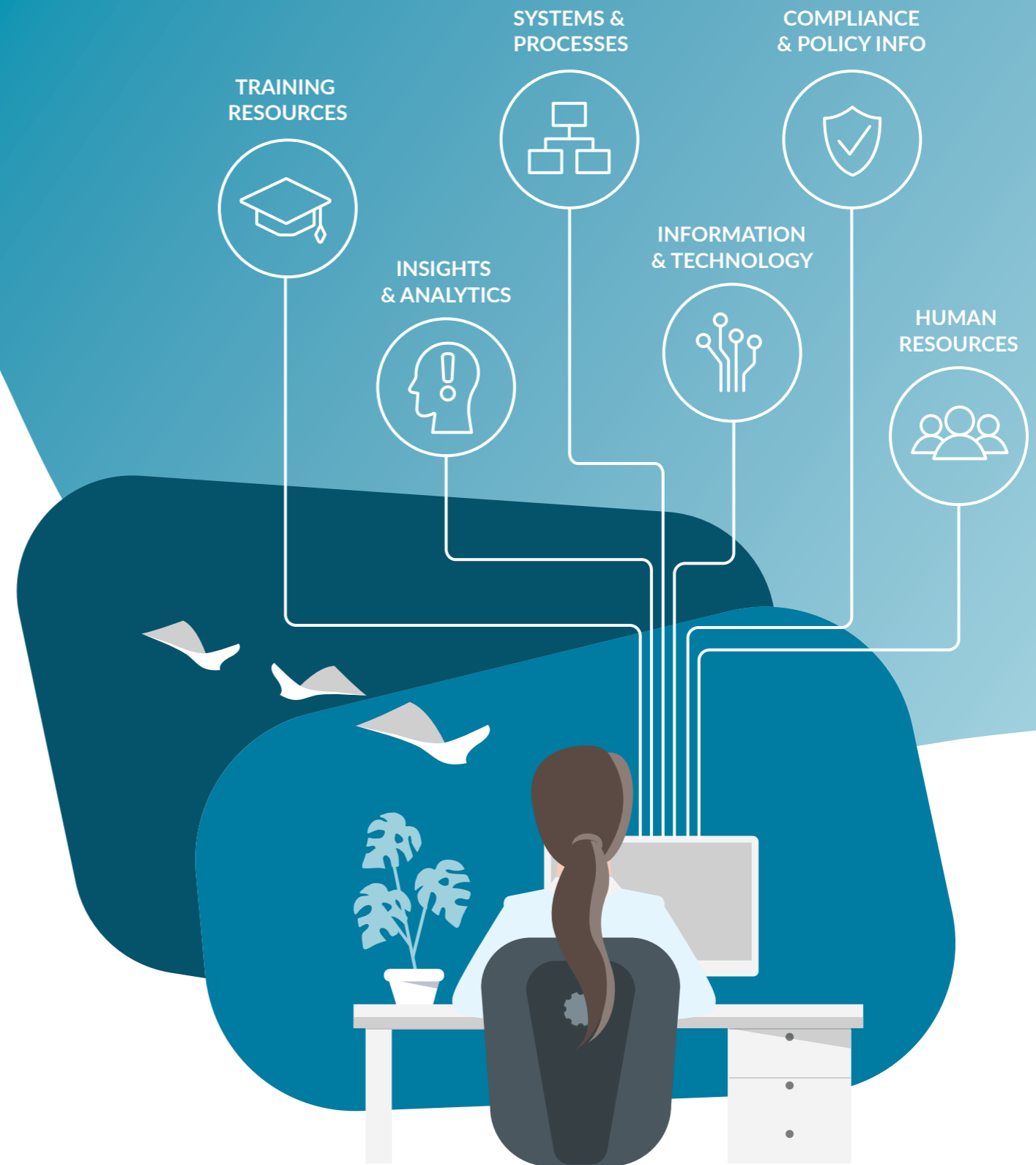
Knowledge within an organisation can take many forms from tacit, conceptual or process driven learning, to methodical and factual knowledge rooted in data. Within your organisation you'll find experts, problem solvers, creative thinkers and technical minds as well diverse ways of understanding and communicating company information.

For this knowledge to fit together cohesively and make sense to each person within your company and each customer that encounters it, there needs to be a management system.

### A Quality Knowledge Management System Streamlines Content in an Accessible and Intuitive Way.

Knowledge can take the form of documents and creative content, brand guidelines and procedures, and processes that if not understood – can greatly affect your bottom line.

So how do you ensure all forms of knowledge are accurate, relevant to the user, compliant and easy to find? With a knowledge management platform that intuitively does the hard work. A platform that uses the knowledge of real experts and the analytic power of machine learning, and organises and shares it for greater productivity and successful outcomes.



# The KIQ Cloud Solution

Highly customisable for complete brand immersion.

**KIQ**  
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KIQ Cloud is a cloud-based, omni-channel knowledge management solution designed to simplify and centralise the organising and sharing of knowledge. KIQ Cloud makes it easy for teams and individuals to find the right information, exactly when they need it, and provides direction for work flows, processes and compliance. Perfect for businesses that operate customer contact centres, service desks, front-line offices or online self-service channels.

KIQ Cloud was built to deliver improved employee productivity and deliver exceptional customer experience.

Implement KIQ Cloud across your business to fill knowledge gaps in every department and mitigate errors.



## Enhance Customer Experience

Deliver consistent, accurate and relevant knowledge to customers across digital channels.

- Powerful rights and role-management
- Open API
- Seamless integration
- Access answers in real-time



## Increase Employee Productivity

Information can be personalised, and data contextualised, so the right information is presented to the right person, instantly – dramatically reducing the time and cost spent searching for answers.



## Encourage Collaboration

Encourage collaboration, communication and ownership by allowing employees to assist in keeping knowledge current. In-article ratings, comments and forums capture team knowledge and displays it logically.



## Improve Governance and Compliance

KIQ Cloud allows you to customise approval and publishing processes, moderate forums and audit for compliance purposes to protect your brand.



## On-Board Staff and Customers Fast

Reduce training time for staff, and explanation time for customers, by providing guidance and visual work-flows on how to approach and complete tasks.

Ensure the on-boarding experience for staff and customers is detailed, accurate and enjoyable.



## Minimise Errors and Manage Risk

Provide teams with business procedures, process mapping and guidance to minimise errors, reduce costs and restrict duplication.

Consistent, accurate and accessible information reduces legal exposure and risk.

# Trusted by Business and Enterprise Customers to Simplify Company Processes.

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## Features:



### Stop Searching and Start Finding

The intelligent search function provides page and article suggestions to help navigate smoothly and find the right answers quickly.

The auto-suggest and recommendations capability helps users find the knowledge while they type.

Search results are displayed dynamically based on relevance, popularity, validity and tags using a machine learning algorithm.



### Quizzes to Test Knowledge

Simply providing access to information, process guidance and answers is not always enough.

You want to be sure the level the employee or team understands it well, so why not send a quiz after a set time period to further engage and gain insights into your team's proficiency.

Uncover where the knowledge gaps are and provide practical content to fill those gaps.



### Analyse and Understand Behaviour

Get valuable insights on the search pattern of your employees, customers and partners and track user behaviour. Understand the frequently visited pages, most read articles, average time spent on a page, etc.

Track which articles need improvement and get insights into what new content is required.



### Integrations and Sources of Information

Many businesses may already have information stored in local SharePoint or cloud-based storage repositories. KIQ Cloud allows you to keep these assets where they are and reference and display them directly from within the users' web dashboard, minimising setup time and eliminating expensive data migration exercises.

We're addressing complex integrations by building out a series of connectors to applications such as Salesforce and Microsoft Dynamics, enabling them to display KIQ Cloud knowledge with the user's application, minimising screen swapping.

# Our Mission is to Streamline Your Business by Empowering Staff With Knowledge.

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## Features:



### Collaboration in the Cloud

Get your teams involved to create and share knowledge quickly.

Define roles and permissions for your team members to control who can access what within the KIQ Cloud service.

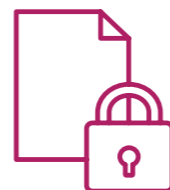
Distribute the creation of knowledge articles, quizzes or processes to team members and have peers review and comment.

Enable teams with forums, moderated by the business, to ensure compliance and brand guidelines are maintained.



### Access Anytime and Anywhere

Empower employees, customers and partners to find information on-the-go with a responsive web design that works on laptops, tablets and mobile phones.



### Control Access to Your Knowledge

A central, cloud-based knowledge platform enables you to keep your content secure and private:

- Set rules for sites, pages or even paragraphs to control who can access your knowledge.
- Setup advanced authoring features such as conditional logic, workflows, forum moderation etc.



### Notifications to Communicate with Your Teams

Notifications alert you to the latest article updates or important news.

These push notifications can be configured to target a single user or group of users.

KIQ Cloud also allows you to see who has read the messages and who hasn't – no more lost or unopened emails.



### Easy Browser-Based Content Creation

Because KIQ Cloud is entirely web-based, you don't need to download or install any software.

Write and edit content with the inbuilt WYSIWYG editor, get started with KIQ Cloud templates, or customise your own.

Easily copy content from existing files like word documents and PDF's to expedite setup.



### Enrich Your Content with Images and Videos

Create attractive and engaging content with KIQ Cloud. Easily include images and videos in your knowledge articles to make it attractive and more informative.

# The One Stop Omni-Channel Solution For Every Element of Your Business...



*"It was impossible to find what you were looking for on our old knowledge management platform. Now we can easily find answers to our questions using search or the menu structure. I am confident that if the answer is on the new platform, our solicitors can find it."*

*Erik Dober, Senior Solicitor  
Office of Public Prosecutions, Victoria*

KIQ Cloud is an organisation-wide solution for all industries, trusted by businesses and enterprise clients such as our current customers in the banking, telecommunications and government sectors.

38,000+ Happy users around Australasia



## Branches and Distributed Workers

Employee turnover and corporate expansion has forced people to work differently: they need to collaborate with peers, exchange ideas, keep current on corporate matters and have quick answers to questions.

The purpose of KIQ Cloud is to share knowledge and experiences – it's also a forum to help employees and teams learn, act as a support network, and publish examples of excellence within their groups.

KIQ Cloud makes it easy for experts to share with the whole company and for staff to identify and communicate with those experts. It creates opportunities for every employee to become a brand champion.

## Governance and Regulatory Compliance

Standard operating procedures and process information are critical in ensuring businesses and their employees maintain quality systems and assist with regulatory compliance.

KIQ Cloud has built-in controls to ensure accuracy and approved access to relevant information, making it an efficient component of a business's Quality Management System. KIQ Cloud can provide actionable processes, with procedural information, ensuring every step and action can be audited.

Refine company procedures over time and pro-actively seek out potential problems whilst maintaining evidence and record of company-wide compliance.

## Call Centre and Customer Service

Your customer service team are on the front line of your business. Arm them with the tools they need to represent your brand in the best possible way and deliver the answers and experiences your customers expect to receive.

KIQ Cloud gives on-demand access to approved business knowledge, and step-by-step guides to eliminate the high costs associated with training, staff turnover and call handling times – delighting your customers with quality service.

## Streamline Digital Channels

As new digital channels emerge and compete to communicate with your customers, it's more important than ever to maintain consistent messaging across all touch-points.


Customers now enjoy accurate and secure content delivery through all digital channels connected to the KIQ Cloud. It's one platform gate-keeping your most valuable assets and knowledge, distributing only authorised and updated information.










# Find out How KIQ Cloud Can Help Your Employees Learn Faster and Work Smarter.

Call Now for Your Obligation-Free Knowledge Management Consultation.

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