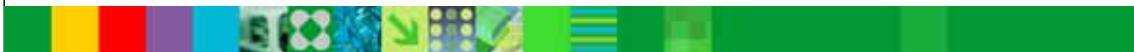IBM Software Group

Knowledge Now library

Overview of Knowledge Now

IBM Information Management software

This presentation is an overview of the Knowledge Now library and provides the purpose and value of Knowledge Now modules.

Knowledge Now is a library of short, less than ten minutes each, multi-media presentations. Each module deals with the solution to a common problem or issue identified by IBM software support. To see the script as you view Knowledge Now modules, launch the Knowledge Now presentation and click the Notes tab in the left navigation, as shown on this slide.

The audience for Knowledge Now modules include customers, Business Partners, and IBM employees.

Purpose

- Reduce PMRs

- Provide quick, targeted assistance online
  - ▶ Contain subjects generated by calls from customers

- Help capture and use knowledge and experience of technical experts
  - ▶ Prepared and delivered by the same experts who address technical issues over the phone

- Deliver help and solutions aligned with Knowledge Centered Support model

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The purpose of Knowledge Now modules is to reduce PMRs and provide quick, targeted assistance online for the most common product issues. The modules contain subjects generated by calls from customers.

Knowledge Now modules also help capture and use the knowledge and experience of technical experts. These modules are prepared and delivered by the same experts who address technical issues over the phone. Knowledge Now modules also deliver help and solutions aligned with the Knowledge Centered Support model.

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Benefits

- Convey a feeling of personal attention while enabling you to solve your own software problems

- Focus on specific tasks, questions, or problems

- Helps you get "back to work," be productive and successful

- Contain references and links to other information about the subject
    - Avoids tedious research or frustrating dead-ends
- Available for re-use, multiple times if necessary

- Available anytime of day or night, anywhere in the world

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Knowledge Now modules have many benefits. These modules convey a feeling of personal attention while enabling you to solve your own software problems. They focus on specific tasks, questions, or problems that customers have called in on for technical assistance in the past. The Knowledge Now modules deliver the specific knowledge that busy product users need in order to get back to work and be successful. With the modules containing reference links to other information about the subject, tedious research and frustrating dead-ends are avoided. Knowledge Now modules can be re-used and reviewed multiple times, if necessary, and they are available anytime, day or night, from anywhere in the world.

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- Did you find this module useful?
- Did it help you solve a problem or answer a question?
- Do you have suggestions for improvements?
- Do you have suggestions for Knowledge Now topics?

Click to send e-mail feedback:

mailto:iea@us.ibm.com?subject=Feedback_about_KnowledgeNowOverview.ppt

This module is also available in PDF format at: ../KnowledgeNowOverview.pdf

Overview of Knowledge Now

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