

Astea Alliance Knowledgebase




Astea Alliance Knowledgebase helps you locate key information quickly and easily leveraging powerful, accurate and efficient search algorithms. Optimize service and support delivery by enabling faster access to know-how and expertise to answer questions, educate and train, troubleshoot and resolve issues.

Knowledgebase Features Include:

- Index & Search most document types
- Intuitive web interface and security controls for internal and external users of Alliance
- Provides text searching (query & fuzzy) and hit highlighting that make it easy for non-technical users to find the right information
- Improve access to the right documents by providing results that include dynamic thumbnails and rankings based on the needs of users
- Astea Alliance Knowledgebase provides a Web API for indexing (rebuilding and incremental) and searching
- Publishing capabilities that enable role-based users to select, edit and submit closed issues/cases to the Knowledgebase in order to make information available for future reference
- Astea Alliance Knowledgebase indexing supports products, resolved cases, employee help, vendor help and document files
- Languages Supported: English, Brazilian, German, Greek, French, Dutch, Thai, Spanish, Danish, Finnish, Italian, Norwegian, Portuguese, Swedish, Japanese, Chinese, Korean

Benefits:

-  Improve first-time fix/resolution rates and reduce service costs by having recommended repairs and resolution guides instantly accessible and easy to find
-  Decrease incident handling times
-  Improve speed, productivity and effectiveness of customer support and field service agents
-  Capture subject matter expertise and knowledge in a central repository



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