



Sumatra Knowledge Database (LMS extension)

The implementation of change processes or rollout of new IT projects in the corporate field pose huge problems in giving an adequate user support, in fact the problem is not solved. Current solutions like project hotlines, FAQs, documents and call centres are not a valid help for the users. Some of the typical problems are among the following:

1. Only a limited number of domain experts are available for specific questions and problems. That is why requests are answered too slow (bottle neck problem).
2. There are no clear advises, which expert needs to be contacted. Multiple phone calls or E-mails are required before the problem reaches the right person.
3. Support is limited to working hours. There is no 7x24 support.
4. Experts have to answer the same questions again and again. They loose valuably time for their main job.
5. Information in FAQs is becoming obsolete in the short term and is therefore not taken into account by the users.

6. Information is not stored and managed centrally and inconsistent information is published.

7. Costs for call centres are high. Therefore, the support problem is neglected.

In order to deal with the aforesaid problems we are proposing a new and effective method to solve them.

The **Sumatra Knowledge Database** is an extension of **Sumatra LMS** and works as described below. This method can reduce support efforts up to 80% for frequently asked questions.

The user enters a question in natural language. The system searches the appropriate answer. If several possible questions/answers are found

an offer list is shown to the user. The user can check each question/answer and confirm if an answer matches his/her demand. If no satisfactory answer was found the user can send the question with a personal remark to an expert.

New questions can be assigned to existing answers, which allows the system to "learn".

Functional Overview

Question/Answer pairs

Within the database all question/answer pairs are stored in topic folders. Topics can be assigned to certain experts.

Alternative Questions

Every question/answer pair can have an infinite number of alternative questions to the same answer.

Search system

The system performs a full text

search which is optimized in several phases. It considers synonyms, spellings, form of words and meanings. The answers are sorted in by rank.

Integration of experts

The experts are answering the questions sent to them by E-mail. The users receive a confirmation of receipt. The experts can answer the question or decide to assign an existing answer to the new

question. If the answer to the question can not be given immediately the relevant expert can send an intermediate reply with remarks.

Reports

Several reports are available by default, such as listings of new questions by topic or a status overview. In addition, new queries to the knowledge database can be added in the life system.

Sumatra Knowledge Database

solves your support problem with minimal effort and frees your experts from repetitive tasks. Besides that answers given by the system are of high-quality.