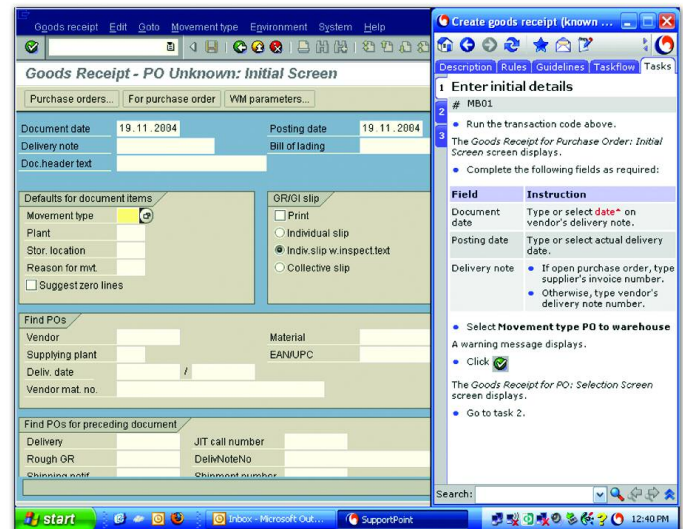


# Enterprise Application and Contact Center Self-Service Support



SupportPoint provides employees with an intuitive interface for retrieving role-specific “when, what, and how” support information. SupportPoint meets the demands of employees who use enterprise applications, work with complex processes or products, or must convey accurate information to customers fast.

SupportPoint provides highly structured and layered online documentation that is context sensitive with almost any application. SupportPoint content displays in a viewer that sits on the side of the end user’s screen. Because SupportPoint is so fast and easy to use, employees come to rely on SupportPoint for guidance about how to do their jobs correctly. That means fewer errors, greater consistency, and superior adoption rates for new business systems.



SupportPoint (right) supporting an ERP Goods Receipt Process

## SupportPoint Features for Employees

### Optimized for Finding the Right Information Fast

Powerful search and navigation functionality to help users find information quickly.

### Context Sensitive

Using context-identification techniques that sense and respond to applications currently on screen, SupportPoint delivers the most relevant support documents based on the user’s profile and current activity.

### High Performance

Information retrieval has been optimized through a lightweight client, content-compression, and consistent information presentation. Search requests normally take less than one second.

### Consistent Presentation

SupportPoint presents information in a highly structured format that’s tailored for reading online.

### Clear and Personalized Information

Multi-lingual capabilities allow users to view documents in their chosen language. SupportPoint also offers a user-customizable interface, automatic notification of document changes and the ability to attach personal notes to any document.

## For Employees

- Context sensitive
- Structured / layered content
- Searchable
- Role specific
- Feedback and query
- Change notification

## SupportPoint Features for Document Authors

### ***Self-Sufficient Publishing***

The WYSIWYG user interface means authors don't have to be familiar with HTML coding or staged release processes. With SupportPoint, authoring highly structured content is as easy as using a word-processor.

### ***Content Publishing to the Web***

Using the built-in API, SupportPoint content can also be ported as XML to your corporate website. This not only streamlines content maintenance of internal and external information, but also ensures complete consistency between them.

### ***Synchronized Local Versioning***

SupportPoint delivers a practical way to maintain national and global corporate content that can be localized for regional or business unit variations. The system automatically notifies content owners at the regional level about changes in the global or "baseline" content. Local content owners can then easily incorporate the updates into their localized content.

### ***Powerful Content Management***

SupportPoint provides functionality normally found only in high-end content management systems, including centralized content storage, authoring workflows, revision comparisons and multiple output formats.

### ***Multi-Language and Translation Support***

With the Multi-Language Module, SupportPoint can display content in any language (including double-byte characters), and significantly reduce the time for translating documents.

### ***Feedback and Notification***

End users can ask authors questions through SupportPoint as well as add their own personalized notes to documents. These notes and questions offer valuable feedback that can be used to improve documentation on an ongoing basis. And SupportPoint's automated notification capability informs end users when a change has been made.

### ***Training Integration***

Create role-based learning pathways that require employees to review a defined series of training modules and track their progress through those modules.

## SupportPoint—Developed by Panviva

Organizations with complex processes and systems use SupportPoint to offer self-service support that delivers know-how at the moment-of-need. SupportPoint delivers structured, up to date, and personalized content that gives users rapid access to just the information they need to complete the task correctly. Globally, more than 50,000 users rely on SupportPoint across a broad range of industries to reduce processing errors, strengthen compliance, and increases customer service levels.

Visit [www.SupportPoint.com](http://www.SupportPoint.com) to learn more, take a demo, or call for a live demonstration.

### ***For Document Authors***

- Simple to create / update
- Easy to publish
- Multiple languages
- Synchronized versioning
- Training integration
- Content management

### **Operating Specifications**

**Server OS:** Microsoft® Windows 2003 Server, Solaris™, HP-UX®, and Red Hat® Linux

**Client OS:** Windows (98/NT/2000/XP)

**Clients:** 1MB download or Web-based (MS IE 6, Firefox 1.5)

**Communication Protocols:** TCP and/or UDP, native HTTP/HTTPS

**Embedded Storage System:** PostgreSQL