

## FAQ Knowledge Base

### OVERVIEW:

The FAQ Knowledge Base system is a powerful on-line support tool designed to assist customers, field applications engineers (FAEs) and external partners in finding answers to technical questions quickly and easily. It is also an excellent resource for educating employees, channel partners, and customers. With an easy-to-use interface and intelligent natural-language search capabilities, this self-help tool effectively leverages your limited resources.

### BUSINESS BENEFITS:

#### Improve Productivity

Over sixty percent of technical inquiries come from a customer's lack of attention to datasheets or product manuals. Document availability in a single secure location means less time spent sending files by email, fewer phone calls and less time ensuring everyone operates from the same document.

#### Efficient Support

Does your important support data and related files reside on the hard drives of your field team? Do your support personnel answer the same question over and over again? The NehaNet system will capture your valuable corporate knowledge in a centrally managed location that can be easily accessed and searched from around the world.

#### Reduce Costs

Support your customers efficiently without using scarce resources such as support personnel, field apps engineers, or field sales. The NehaNet FAQ Knowledge Base allows you to provide your customers with an easily searchable self-help engine that allows them to find detailed information, including files of any type.

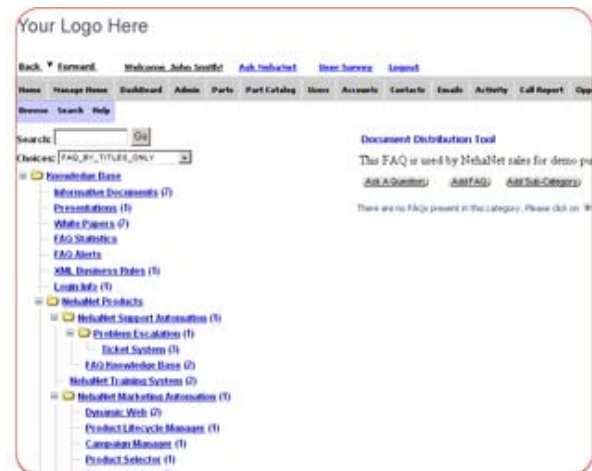
#### Control: Different People Need Different Information

You can tailor access to support materials based on a number of attributes including internal roles, external roles, regions, product family or customer type. This allows you to deliver the right information to those who need it. For example, only FAEs could have access to beta product bug patches while customers and external partners could easily get to current technical bulletins.

#### Improve Customer Satisfaction

Provide your customers with an automated self-help system that gives them the answers they need quickly and easily without waiting for email replies or someone to answer a phone call.

*“NehaNet helped us create the knowledge base we needed to be more responsive to our customers.”*



*“Entertaining a large volume of inquiries makes you solve the same problems repeatedly since most inquiries tend to be similar.”*

## Management Visibility and Reports

Monitor, track and report statistics on FAQ/Knowledge Base use by customers, reps and distributors as well as internal personnel such as Apps Engineers, Field Sales and Customer Support. Your teams can then use those statistics to, for example, gain a better understanding of common customer inquiries and problems.

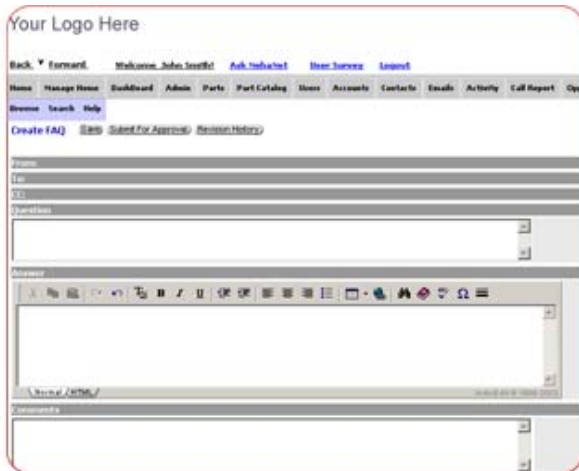
## ISO Compliance

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## FEATURES:

- ❖ Natural Language Search
- ❖ Security
- ❖ Bug Tracker integration
- ❖ Workflow Engine
- ❖ Convert emails to FAQ
- ❖ Email Notification
- ❖ Multiple Attachments
- ❖ Audit Trail
- ❖ HTML Editor
- ❖ Multilevel Access Control
- ❖ Flexible Reporting and Analysis
- ❖ Two-click Smart Jump
- ❖ Integration with the NehaNet CRM System



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