Appcino's Knowledge Base Application (KNOW)

Mission and Vision

Appcino's Knowledge and Learning Management (KNOW) application act as a digital knowledge repository for corporate knowledge items. From software applications to departmental policies and procedures, to professional development modules, the app provides a single location to collect, contribute and share essential knowledge content.

The app creates an agile learning platform that enables users to classify knowledge items by organizational groupings while simultaneously keeping everyone updated on the latest organization. The smart search based on Microsoft QnA Maker allows users to find the right content.

Business Use Cases

- Document your important process and make them standard. The knowledge base can include information on procedures, like how to's, or faq's, like how much storage your product supports, like subject knowledge and many more.
- Experienced caseworkers create the knowledge base article and share the most frequently occurring problems and the solutions. These solutions are of great use to business users and case workers as these contain the proven answers for the common issues and can be used as is by the caseworker to reply to a similar problem.
- Using knowledge base articles, all of your agents can speak in the same language, therefore, minimizing the confusion and improving the consistency of the replies.
- From any interface business, user's can search for unknown's in knowledge base widget and find the answers right there helping them to continue their work without blockers.
- Expose your knowledge base in chatbots like Microsoft QnA Maker and Amazon Lex.

Platform
Appian BPM (19.1+)

Company Type
All Industries

Application Goal
It's the repository of knowledge contained across multiple subjects stored in an easily accessible way. Well designed knowledge base will have an immediate impact on the productivity of business users.

What makes this app Unique?
- The knowledge base will have an immediate impact on the productivity of business as many repetitive things become available 24 x 7. No such app is available on Appian AppMarket.
- NLP based search to find accurate matches to your questions
- The app will be of great interest to customers across all business verticals.

Key Features
- Let your users find answers to the common problem 24 x 7 through the easily accessible site, knowledge base widget, and chatbots.
- Integrate knowledge base solution widget in your case management application to recommend the matching solutions..
- Create nicely formatted knowledge base articles, QnA, Solutions from Appian.
- Manage your articles, set an expiry, review date and approvals.
- Embed knowledge base articles in any Appian interface as a help article.
- Manage the knowledge base developed by you in My Knowledgebase section..
- Expose any knowledge base subject in a Microsoft QnA Maker chatbots or Amazon Lex chatbots.

Key Application Features

Knowledgebase Dashboard

A single place to find information from the knowledgebase

Knowledgebase Widget

A widget to search in knowledge base from any Appian interface
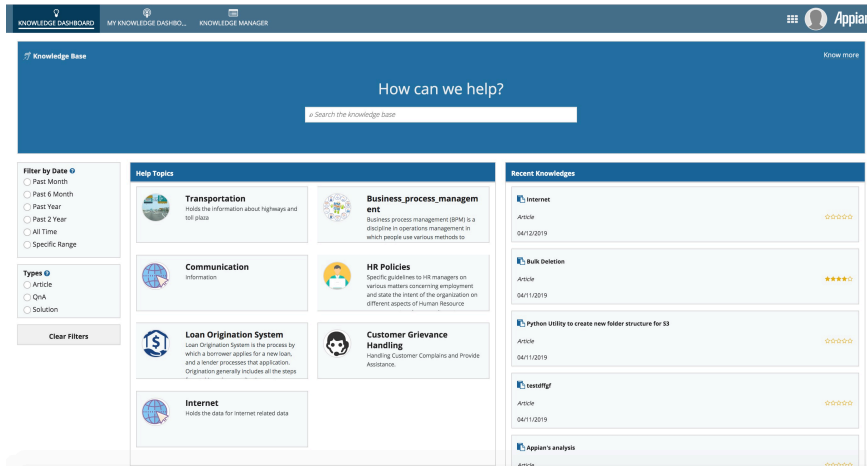
360° view of knowledge items

- Knowledgebase dashboard gives a complete view of the knowledge accessible to the user.
- The user can browse specific subjects to find relevant information.
- The users can apply filters to cut down the results
- NLP based search to intelligently look for what you are trying to find.
- Widget to display the recently added knowledge items
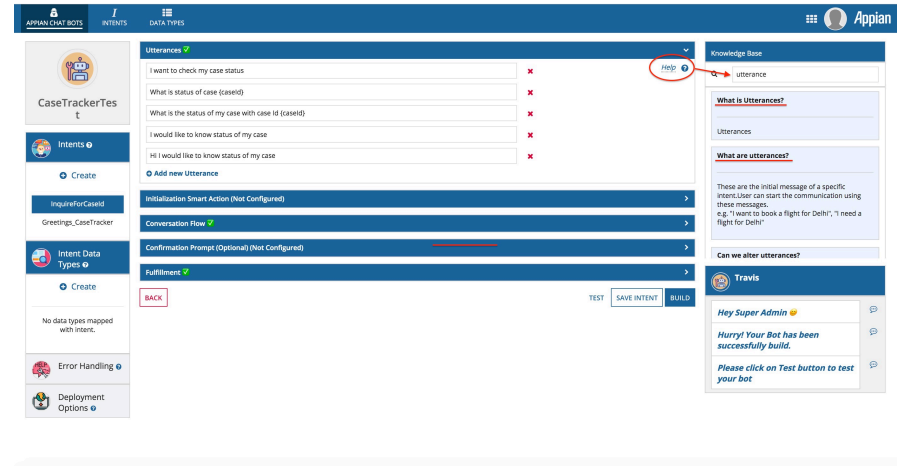
Smart help on every interface!

- Connect your help link directly with knowledge base widget for the user's to find the help on the topic
- Cut down the time to train and add help to new additions to improve the usability of your application
- Search for solutions, FAQs, and articles in the knowledge base widget
- NLP based search powered by Microsoft QnA Maker to give intelligent answers

Key Application Features

Knowledge Articles

Knowledge articles, FAQ's and solutions in Appian

NLP Based Search

NLP based knowledge base search powered by Microsoft QnA maker

Information View & Knowledge Composer

- Each knowledge item – article, FAQ/ Q & A or Solution is displayed on knowledge base dashboard
- From an article, there can be multiple connected Q & A's
- Knowledge article view displays the knowledge and the associated questions & answers
- Knowledge editor supports single or multiple column articles
- Knowledge editor supports rich text, images, videos and links to another article.
- Users can review and feedback for each knowledge item.

Smart search to find the right answers!

- Knowledge items when created are sent to QnA maker where they are index and stored.
- From an article, there can be multiple connected Q & A's
- The searches in the knowledge base are done using QnA maker API and the relevant results are displayed to the users.
- Knowledge base search is powered by Microsoft QnA maker. The NLP capabilities of QnA maker helps user's to find the answer's to their question without them worrying about typing the exact phrases to find the answer.
- The results to the user's questions are displayed in the descending order of match. The best matching ones are displayed at this top.
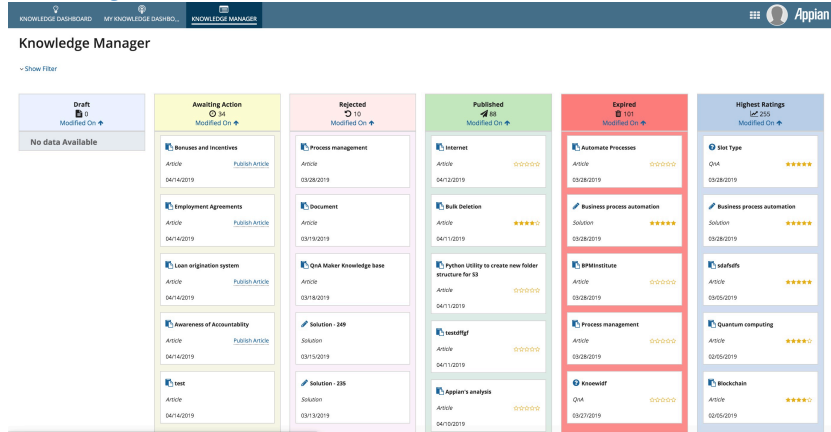
Key Application Features

My Knowledge Dashboard

Access to all knowledge created by you and analytics of usage
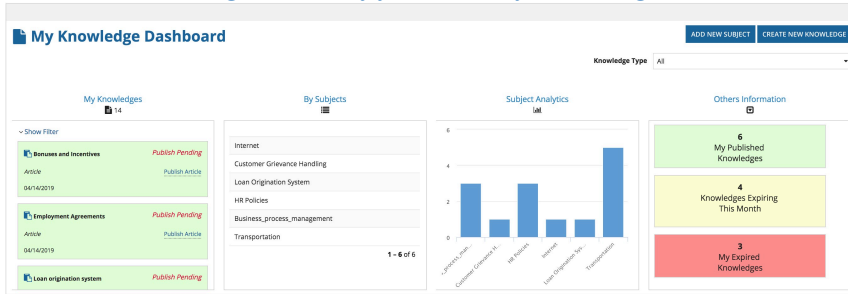
Knowledge Item Workflow

Knowledgebase articles workflow in a JIRA like look and feel

Single View of Your Knowledge

- Each knowledge item has a workflow, as they can be in a draft state, pending approval state, expired state or a published state.
- See the knowledge base items created by you or approval pending in a single view.
- Review an publish the articles, single-click publishing of the article
- See your knowledge items grouped by subjects.
- Get a view of your knowledge items expiry and take appropriate actions.
- See the analytics of how your knowledge is used by other user's.

Knowledge Item States

- Each knowledge item has a workflow, as they can be in a draft state, pending approval state, expired state or a published state.
- The access rights of the knowledge base are divided into three categories based on the subjects, viewers – with the permission to see the knowledge base items, editor – permission to edit and approve, administrator – they are one level above editor as they have right an additional right to create subjects.
- As an editor of a subject, from the knowledge manager view, I have a single view of different articles which are part of the subject and in which state.