

Key Benefits

- Deliver fast and consistent help desk service to end-users for questions about the most popular business and desktop applications and software
- Improve productivity of help desk staff through a single, centralized technical support knowledgebase to solve end-users' problems more quickly, accurately and without problem escalation
- Reduce initial training time and costs for technicians by providing easy access to expert advice
- Reduce support costs and increase user satisfaction by improving First Call Resolution Rates and minimizing call escalations to higher, more expensive support staff
- Increase productivity and proficiency of end-users by providing a self-service knowledgebase portal that can be accessed 24/7

Numara™ Industry KnowledgePaks

Solve More Problems in Less Time

With the ever-increasing number of new software applications, PDAs and other devices that require more and more support from the help desk, you can't expect your Service Desk Management technicians or end-users to know everything – or can you?

With Numara Industry KnowledgePaks, which integrates with both Numara Track-It! and Numara FootPrints, your technicians and end-users have instant access to over 125,000 solutions covering more than 250 popular software titles.

Technicians can focus on core business responsibilities instead of authoring content and responding to redundant questions, while end-users can self resolve many of their own issues. The result:

- Streamlined help desk processes
- Controlled costs
- Fast, expert service
- Increased support capacity
- Improved end-user satisfaction and proficiency, and a measurable return on investment rapidly realized

Numara Industry KnowledgePaks for Technicians

Numara Industry KnowledgePaks gives technicians access to a centralized technical support database that leverages high-impact content and turns the power of knowledge into performance and productivity.

With Numara Industry KnowledgePaks, calls that were previously escalated to second level support staff can be resolved by first level staff, thereby allowing second level staff to concentrate on higher-level business issues. First level staff can find the right answers quickly by matching the right answer to the right audience in the right format.

Designed as a critical component of a high-volume help desk operation and driven by the understanding of how users work and learn, Numara Industry KnowledgePaks provides distinct solution-types including:

- Diagnostic trees
- Error messages
- How-to's
- Problem/solution pairs

- Show-IT (Multimedia "just in time" training through full-motion narrated video)
- Automate-IT (advanced "wizard-like" script that performs an action or feature on the user's desktop)

Numara Industry KnowledgePaks for End-Users

Numara Industry KnowledgePaks empowers end-users to self-resolve issues without ever calling the help desk. Numara Industry KnowledgePaks give users 24x7 access to information where and when users need it, increasing their productivity and proficiency while reducing the costs and involvement of technicians. And, the level of service provided is not compromised.

Numara Industry KnowledgePaks can be delivered through a self-service portal in a variety of ways depending on budget and technical requirements. Leverage investments already made in technology to deliver content via:

- Existing corporate Intranet
- Internally developed support portal
- Numara Track-It! Self Service, Numara Track-It! Self Service Plus and Numara FootPrints

Content Updated Continuously

Numara Industry KnowledgePaks is constantly updated, differentiating it from any other type of knowledgebase or resource. Solutions for questions from end-users around the world are regularly added to the repository to ensure a dynamic, ever-growing knowledgebase that addresses users' needs on an ongoing basis. And for questions where answers can not be found, solutions are added within one business day.

Feature Highlights

Centralized Technical Support: Save valuable time and reduce costs for technical staff by delivering access to a comprehensive, easy-to-use knowledgebase of solutions for the most popular business applications and software vendors on the market.

Daily Real-Time Updates: Ensure the most current knowledgebase information with daily real-time updates (during subscription period) or existing product titles and detailed coverage of new product titles.

Flexible Search Engine Options: Search across a broad range of topics or use narrow search capabilities to deliver quick solutions with maximum efficiency. Subscriptions to Numara Industry KnowledgePaks are

available for Numara Track-It! Standard, Professional and Enterprise editions and for Numara FootPrints solutions.

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Numara Industry KnowledgePaks delivers solutions on over 250 of the most popular business computing applications including Adobe, Citrix, Cognos, Corel, Lotus, McAfee, Microsoft, Netscape, Novell, Oracle's E-Business Suite, PeopleSoft and Siebel, SAP, Symantec and many others. Solutions for devices such as Blackberry, Blackboard, HP iPAQ and Palm organizers and multiple operating systems, hardware and disk utilities are also covered. Over 125,000 answers to common questions can be found within Numara Industry KnowledgePaks and new solutions are developed based on customer usage and direct demand.

For a complete, up-to-date listing of solutions, visit www.numarasoftware.com/add-ons.asp