PRODUCT GUIDE

RESOLVE

Knowledge Capture

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SOFTWARE
SOLUTIONS

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RESOLVE

A highly flexible workflow and process toolkit that can be tailored to your unique requirements. Empower your teams to work more effectively with RESOLVE

Knowledge capture

RESOLVE is designed to support multiple business processes and one key area which it has proved especially successful in is that of Knowledge capture. Its primary function is to promote the sharing of collective knowledge often dispersed across large organisations.

Templates to get you started – customised to fit your requirements

Tickets in this module allow users to share queries with their colleagues and collect responses in a structured manner. A typical deployment might be, for example, reaching out to anyone in the wider organisation [within the Field Service Team perhaps] who may have specific knowledge of operational systems.

Central office located personnel such as a NOC staff or design teams may not have regular access to remote locations and associated configuration data and settings of equipment housed there. This cannot be retrieved without a significant outlay of time and costs, while a

local engineer in many cases will know or have easy access to the answer.

All the benefits of bespoke, with the ease of off-the-shelf

This module is designed to make 'asking the question' as quick and easy as possible. The system is designed to recognise similar question occurrences in the database and thus may potentially suggest an answer before the ticket is even fully created.

It will also offer pre-validation options such as ensuring that questions are assigned to a particular regional team or individual most likely to know the answer.

The module also ensures that once a question is answered, it is retained as a searchable data entry thus providing future similar enquiry stock value.

Reports and exports of useful data

As the database entries accumulate, it can be analysed and reported on to help identify and then present *keywords*, or via interrogation from standard or tailored reports, to identify trends and provide meaningful analysis.

Anytime, anyplace, anywhere – instant access to key information

Another rich feature of the Knowledge capture module is its capability to import archived datasets from completed projects and programmes or business activities.

The GD team can help you extract value from your historic datasets, whether from other applications or different formats. This encourages good knowledge retention practices helping to build and expand the organisations accumulated 'know-how'.

For more information contact us on
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