

Enterprise knowledge management

Get more done with instant access to the right know-how

➔ Always “reinventing the wheel”?

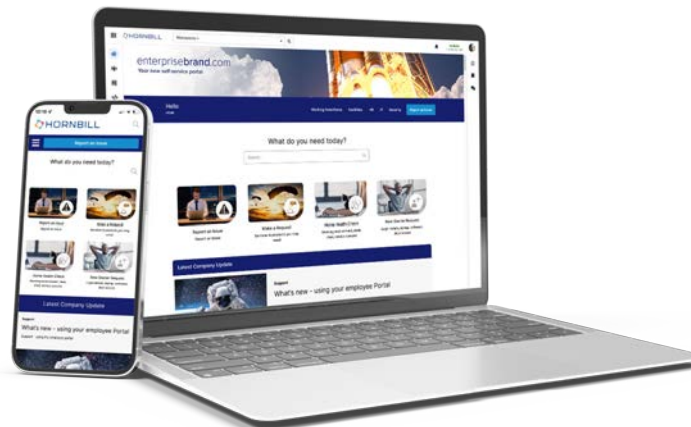
Capture and leverage existing know-how to accelerate work across your organization.

➔ Knowledge trapped in siloes or people’s heads?

Capture knowledge as work gets done and share with teams to improve efficiency.

➔ Struggling to build and maintain a knowledge base?

Hornbill makes knowledge capture an effortless part of daily work.



Stop wasting time finding answers to questions your organization already knows.

Hornbill makes it easy to capture and share know-how. Our context-aware technology puts the right information in front of people—when and where they need it. No searching required.

Hornbill’s collaborative service management platform means knowledge is captured while people work—boosting your knowledge pool faster than any other solution.



“Knowledge sharing with employees and customers gives them an opportunity to resolve their own issues.”

Knowledge Management benefits

- ✔ Stop wasting time solving the same issues. Make more time for innovation.
- ✔ Deflect inbound calls to FAQs and how-to articles.
- ✔ Get tasks done properly, every time, with step-by-step instructions.
- ✔ Boost case-handling. Get users back online faster. Cut SLA breaches.
- ✔ Accelerate analyst training with detailed how-to resources they can use on day one.
- ✔ Capture knowledge to reduce impact of staff churn.

What’s different about Hornbill?



Collaboration features.

Hornbill facilitates problem-solving collaborations, capturing knowledge as it surfaces.



True cloud solution.

Make knowledge accessible to anyone, anywhere, on any device.



Fastest implementation.

100% codeless setup means you’re up-and-running in half the time.

Enterprise knowledge management

What can you do with Hornbill?



→ Knowledge capture

Knowledge is best captured when it's fresh. With Hornbill, knowledge is captured naturally, as work gets done, and can be easily shared with customers and teams.



→ Context-aware knowledge management → Knowledge curation

Hornbill automatically connects knowledge artefacts and the contexts in which they were created—enabling automatic push of knowledge to people facing similar problems.



With Hornbill's user feedback features, you know exactly which knowledge artefacts are working (and which aren't)—meaning you can target quality control activities. Knowledge curation needn't be a full-time job.

“*Knowledge isn't in someone's head. It's recorded and used to guide people toward getting jobs done quickly.*”



- ✓ **Rich knowledge artefacts**
Embed images, video, and audio in knowledge artefacts.
- ✓ **Collaborate with experts**
If there's no existing solution, invite subject matter experts into the discussion around a ticket, service, or change to get their perspective.
- ✓ **Knowledge nomination**
Anyone can nominate an item for inclusion in the knowledge base.

- ✓ **Dynamic suggestions**
Relevant knowledge automatically pushed to analysts and end users while logging a ticket—in real time.
- ✓ **Knowledge filtering**
End users only see suitable knowledge artefacts associated with the services they're subscribed to.
- ✓ **Knowledge curation**
Apply a process to ensure the quality of knowledge going into your knowledge base.

- ✓ **Powerful search**
Search documents and artefacts by keywords and tags. Filter results based on date, source, or workspace.
- ✓ **Following**
Users can follow documents and other knowledge artefacts so that they see updates in their newsfeed.
- ✓ **Quality control**
Knowledge consumers can upvote answers that helped them so that the best answers to questions are visible.

