

Enterprise knowledge management

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

➔ Always “reinventing the wheel”?

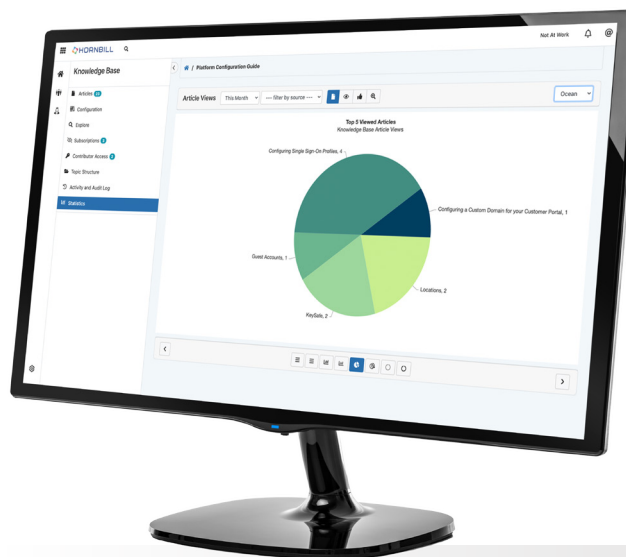
Capture and leverage existing know-how to accelerate work across your organization.

➔ Knowledge trapped in siloes or people’s heads?

Hornbill Knowledge makes it so simple that knowledge contribution becomes part of the process.

➔ 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. Solutions are automatically pushed to agents while logging tickets. 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.
- ✔ Reduce calls by empowering end users with simple 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.



AI-powered capture and curation.

Turn knowledge captured in collaborations into articles at the click of a button.



Fastest implementation.

100% codeless setup means you’re up-and-running in minutes.

Enterprise knowledge management

What can you do with Hornbill Knowledge?



→ Knowledge capture

With Hornbill's collaboration features, knowledge is captured naturally as work gets done - and can be easily converted into new knowledge articles to be shared.



→ Service-aware knowledge management

Hornbill connects knowledge articles with the services they relate to—enabling automatic push of knowledge to people facing similar problems.



→ Knowledge curation

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.

- ✓ **Languages**
Manage knowledge content in multiple languages for global use – making use of automatic translation.
- ✓ **Quality control**
Knowledge consumers can upvote answers that helped them so that the best answers to questions are visible.
- ✓ **Powerful search**
Search for articles by keywords and tags using the global search box, the new Knowledge widget, or by opening up the relevant service record.

