Knowledge Management that Works!

Ready to take your business to the next level?

- Manage company knowledge base
- Organize enterprise wiki server
- Provide immediate, 24/7 support
- Launch self-service web help desk
- Eliminate repeat support requests
- Collaborate on documents and content online
- Create online help quickly and easily with #1 Rated Web 2.0 FAQ, Wiki and Knowledge Management Software by WebSite-Scripts.com

Knowledge Management Software Solution – Knowledge Base Manager Pro

Knowledge Management Software

According to Ernst & Young consulting agency research, Knowledge Management Software usage enables up to 30% savings on customer support and increases up to 50% decision-making quality, staff agility, and company reaction speed to changes of market needs. New products development cycle decreases by 20% in average.

Key Advantages of web-based Knowledge Base Software Usage

Customer care improvement. Staff receives feedback information and takes appropriate measures in time from knowledge management software.

Customer support costs decreasing. Customers receive sought-for information from web based knowledge base software without staff involvement.

Staff is able to find or receive necessary information faster. All employees learn lessons from somebody else’s mistakes and take advantages of each other’s attainments.

Decision-making process improvement. Decisions are being made objectively, not subjectively with Knowledge Management Software.

Employees and departments work more efficiently, avoiding re-inventing the wheel, reducing redundant work.

Information networks and communication facilities allow consolidation of staff members and groups, including ones from remote regions.

Retention of intellectual property. Prevent knowledge from leaving when an employee leaves.

Reduce employee training time. Gain ability for new and existing employees to acquire job knowledge faster, reducing training time and providing higher job quality.
Knowledge accumulation and usage is a key to business success. Go on and provide your employees, partners, and customers with the knowledge management software tool they require to do business better.

Unlimited Usage Opportunities of Knowledge Management Software in Any Branch

Knowledge Base Manager Pro is developed to support and enhance the organizational processes of knowledge creation, storage/retrieval, transfer, and application. KnowledgeBase Manager Pro is commonly used to complement a help desk or for sharing information among employees within the organization or business unit. It might store troubleshooting information, articles, white papers, user manuals, or answers to frequently asked questions. Typically, a search engine is used to locate information in the system, or users may browse through a classification scheme.

Knowledge Base Manager Pro streamlines the entire documentation and knowledge base creation process for companies to share information with employees, customers, and partners. This knowledge base software can be utilized by any company, corporation, or organization in numerous different ways:

Vending Company. Provide your customers with access to full information about products you sell, about company you run and terms of service you follow. Receive feedback from your clients with suggestions, questions and thanks to improve the quality of service.

Service Provider. This could be hosting providing, consulting, business functions, entertainment, health care consulting, information services, social services, or something else. Create web self-service help system covering special valuable topics within selected area.

Educational Organization. Provide students with centralized knowledge base with courses and learning aids. Students can participate in courses creation and improvement process.

Any Company. Get Knowledge Management Software Solution for an internal use. Reduce employee training time. Keep corporate knowledge integrity whenever employee comes or leaves.

Enterprise class Knowledge Management Software Solution

Knowledge Base Manager Pro is a Rich Internet Application, which conception relies on long-term experience of Enterprise-class software development. It has all approaches, necessary for usage in commercial purposes, implemented.

Advantages of Knowledgebase Manager Pro Usage

Revolutionary technologies in Rich Internet applications development field are used in Knowledgebase Manager Pro. This is the first and the best Web2.0 Knowledge Management Software that uses Ajax technology and Web 2.0 trends in full, providing high acceleration, greatly increasing functional capabilities, and having fine-tuning potential for use in any data domain, in any context, and in any format.
Multiple ways of knowledge base publishing. Publish the whole knowledge base as a multifunctional article directory, share a single article to any web page, or use semantic linking of existing website content with knowledge base articles.

Data recovery, article history, and backup mechanisms to keep knowledge base safe. Use recycle bin for deleted articles, rollback to previous articles version or restore the whole database from the backup within application.

Built-in software updater. Check for updates by clicking on the one button and update to the latest version with the help of simple wizard.

User and group management system. User groups simplify access control to knowledge base. Each group aggregates specific user rights and user assigned to this group inhabits its access permissions.

Related articles integration to existing website and inner usage in the knowledge base. Put the Widget with automatically related articles on your website or use it within the knowledge base.

Use various ways to read articles. Except plain browsing of the knowledge base and reading the articles as is, it is also possible to subscribe by RSS or email, print printer-friendly version of article, and share interesting article with friends in few clicks.

And more than 70 other powerful features of our web based Knowledge Management Software Solution that helps you to optimize your business!

Knowledge Base Software of your choice - Knowledge Base Manager Pro!
Key Features

General
✓ Completely web-based help desk
✓ Web 2.0 and AJAX experience
✓ Customizable user-friendly interface
✓ Multilingual interface
✓ LDAP (Active Directory) integration
✓ Google Gears support
✓ Powerful search
✓ Search in attached documents
✓ Single Sign On

Content Management
✓ WYSIWYG editing
✓ Drag-n-drop category management
✓ Drafts and auto-saving
✓ Quick content management in front-end
✓ Add images, flash and media
✓ Unlimited attachments
✓ Scheduled publishing
✓ Version history with comparison
✓ Manual and auto related articles
✓ Simultaneous editing prevention
✓ Glossary of terms
✓ Inline editing and auto-completers
✓ Predefined and editable styles
✓ Easy article linking

Customization
✓ 12 custom field types
✓ Quick front-end styling settings
✓ Predefined front-end themes
✓ Create your own themes
✓ Template editor without limits
✓ Custom voting style and scale

Back-end User Experience
✓ Dashboard
✓ Useful data filters
✓ Instant module search
✓ Global search
✓ Bulk operations on data
✓ Per module user preferences
✓ Global user preferences

Front-end User Experience
✓ Powerful search
✓ Featured articles
✓ User favorite articles
✓ Suggest articles upon new request
✓ Ratings for articles
✓ Negative rating reason
✓ Email to a friend function
✓ Email subscription to anything
✓ RSS Syndication for anything
✓ Print an article function

Permissions and Security
✓ Various access modes
✓ Flexible access schemes
✓ Multiple users and groups
✓ Front-end authorization
✓ LDAP support

Publishing and Information Sharing
✓ Publish knowledgebase
✓ Share a single article
✓ Category publication
✓ Auto-related articles widget
✓ Export to PDF

Administrative Features
✓ Reporting and statistics
✓ Article rating trends
✓ Article recovery
✓ Censoring for comments
✓ Easy installation wizard
✓ Easy updates with built-in updater
✓ Harvested emails module
✓ Import existing knowledge base
✓ Manual and automated backups
✓ User preferences control
✓ Huge variety of other settings

SEO Tools
✓ Use meta tags to improve ranking
✓ SEO friendly links
✓ Sitemap
Screenshots

General User Interface Controls

- The "Add New" block helps to create new items in one click.
- Group of buttons for data container management: edit container preferences, quick container reload, and module-dependent help. It is common for all data containers.
- This button hides the sidebar.
- The article is assigned to this category. Click to open.
- Page navigation.
- You can hide blocks on this sidebar in the application preferences.
- Click on the header to unroll the list.
- Click to submit a ticket to support.
- Submit bug report or feature suggestion.
Detailed Dashboard Features Overview

- Main menu provides navigation between KMP modules.
- Module tip – short guide for current module usage. Click to hide it.
- These tabs show your articles, drafts, and recent feedback incomings.
- The sidebar is wrapped. Click this button to unwrap it.
- This button rolls down article preview.
- Item preview and short info.
- Click on the item title to view it.
- Actions available for this item: edit, delete and view in the front-end.
- Drag to change number of items per page.
- These lists show the KB statistics.
Articles and Categories Organization Module.

- Buttons for bulk editing and deletion of categories.
- Category tree shows the structure of your knowledge base.
- Article is a main content entry in your knowledge base; category import articles as well as perform group operations on them as needed. Category tree on the left sidebar allows you to add new, drag-n-drop, delete and change access permissions to a category.
- Import articles from CSV and XLS formats.
- Click on a category to see its contents on the right.
- Actions on a category: edit properties and delete.
- Double click on a category title to rename it inline.
- Drag-n-drop a category to change its location.
- Select several articles and apply a group action to them.
- Global search finds your search query in articles, comments, deleted items, attachments, etc.
- Quick search suggestions are displayed while you’re typing your search phrase.
- Put a knowledge base search box on your website.
This image has been added to the article with the “Add Image” button on the toolbar.

Full-functional WYSIWYG editor.

This message is shown if a draft of this article was saved earlier either manually or automatically.

Notification about draft autosaving.

Toolbar with table editing tools. It pops up when you click on a table.

This button toggles the window size – standard or maximized.

WYSIWYG Article Editor Window with Drafts, Autosaving, Images & Media Manager, Table Editor, and Many Other Features
What Knowledgebase Manager Pro has that Competitive Products Lack?

**Advanced Custom Fields**

A bunch of custom field types available, including: WYSIWYG, Check boxes, Radio Buttons, Selection Lists, Multiple-Selection Lists, Combo boxes, Number Fields, URL Links, Date and Time Pickers, besides standard text fields. You can make any custom field required for filling. A custom field can be strictly for internal use or searchable both in front-end and back-end independently. There are dozens of other options available that vary with field type.

**Article Auto Saving**

Great feature if you forgot to save a long article while creating it online.

**Article Recovery & Roll Back**

Deleted articles can be restored from the Recycle Bin. Article versioning allows you to roll back article to one of the previous versions. Useful when someone accidentally deleted important article.

**Remote Publishing**

You can publish the whole knowledge base, one of its categories with or without subcategories, single article or a block with auto-suggested articles to your website. Publication can have its own language setting, styles and many other settings. Data is loaded to publication dynamically, so it always shows actual information.

**Multilingual Glossary with Context Terms Highlighting and Alphabetical Navigation**

Glossary supports terms and definitions in all languages. Term occurrences in the knowledge base articles are displayed underlined. When you hover such an underlined term with your mouse the definition is provided in a hint.

Alphabetical navigation is automatically generated from first letters of glossary terms. It works for any language that has an alphabet.

**SEO Optimized**

Knowledgebase Manager Pro generates a special XML sitemap which helps search engines like Google, Bing, Yahoo, Ask.com, and others to index your knowledge base better. Plain and gzipped sitemap files can be updated on content change and by certain schedule. All major search engines get notified about the sitemap updates automatically.

It blocks crawling of non-content pages by search agents, avoids duplicate content crawling, saves PageRank if article title or URL changes. Customizable search engine friendly links are also supported.

**Multiple Ways of Knowledge Importing**

Knowledgebase Manager Pro supports articles and categories importing from CSV and XLS formats. We also provide data importing service to help you with migration from your old knowledge base.

**Multilingual User Interface**
Knowledgebase Manager Pro supports multiple interface languages. Each user can use the knowledge base in his native language. Translation packs are available for English, German, French, Portuguese, Hebrew, Turkish, Russian, Chinese, and many other languages. Do not worry if your language is not available yet, translation can be done easily.

LDAP/Active Directory Integration Support in All Versions

ANY version of KnowledgeBase Manager Pro can be integrated with your LDAP server. No additional charges!

RTL Support

KnowledgeBase Manager Pro supports right-to-left writing and includes RTL templates. One checkbox switches theme to the right-to-left mode. You can even create your own custom theme with RTL support! It is a real godsend for Hebrew and Arabic language speakers.

Indexation of Documents of All Popular Formats

Knowledgebase Manager Pro can search in lots of different document formats including PDF, TXT, DOCX, DOC, XLS, XLSX, PPT, PPTX, HTML, JPG, TIF, VDX, DOT, RTF, and in 25 other formats!

Advanced User Management Based on Two Different User Types: Staff and Clients

There are staff user accounts for company’s employees that create and update content, and administer the knowledgebase, and there are also read-only client accounts for your clients that allow them to get access to some restricted content and use custom time and language settings.

API Interface with All Methods for Getting Data from the Knowledgebase

API methods that get full information about any article, category, get lists of articles, categories, and glossary terms, search in articles, attachments, categories, and glossary, etc. XML-RPC API is used.

Microsoft SQL Support in All Versions

All versions of Knowledgebase Manager Pro support MS SQL as well as MySQL.

PDF Export

Full support: UTF-8 encoding, images, multiple languages, custom header, footer, and custom styles, table of contents and outline are supported. PDF version of your article will have exactly the same look.

Single Sign-On (SSO)

Full-functional Single Sign-On. Your users have one login and password for everything. They login once to access every resource, including KMP.

Web 2.0 and AJAX Interface

Knowledgebase Manager Pro is optimized for everyday tasks with quick and responsive interface based on modern AJAX technologies and designed by real professionals in usability. Most actions performed x-times faster than in old
fashioned web applications. Yes, you should be a little prepared to utilize all the benefits of such application. Just open your mind and try everything you see in application work area and you’ll be amazed how easy, fast and responsive the KnowledgeBase Manager Pro is!

**Reasonable Price**

Single user version with full set of features is available for extremely low price of $196.

Version with more than 100 user accounts with enterprise features is available for just $800.

You can also get hosted knowledge base that runs on our servers for as low as $50 per month.

For detailed pricing information see:

# Feature Tour

## General

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Customizable User-friendly Interface</strong></td>
<td>Common and intuitive interface elements provide maximum ease of use.</td>
</tr>
<tr>
<td><strong>Web 2.0 and Ajax Experience</strong></td>
<td>Enjoy powerful, good-looking software based on modern and fast web techniques.</td>
</tr>
<tr>
<td><strong>Multilingual Interface</strong></td>
<td>Multiple interface languages supported both in admin and public areas. You can add or edit one easily!</td>
</tr>
<tr>
<td><strong>LDAP Integration and Authorization</strong></td>
<td>Allow your staff to login to Knowledge Base Manager Pro using existing LDAP authentication system (e.g. Active Directory).</td>
</tr>
<tr>
<td><strong>Turbo Mode</strong></td>
<td>Enable Google Gears to instantly access the admin part.</td>
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</table>

## Content Management

<table>
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<th>Feature</th>
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<tr>
<td><strong>Create Articles Anywhere</strong></td>
<td>Share knowledge using powerful WYSIWYG editor with advanced article options.</td>
</tr>
<tr>
<td><strong>Category Management</strong></td>
<td>Enjoy easy drag-and-drop category management with inline editing.</td>
</tr>
<tr>
<td><strong>Quick Add &amp; Edit</strong></td>
<td>Add new knowledge and edit existing entries while browsing your knowledge base.</td>
</tr>
<tr>
<td><strong>Media Content</strong></td>
<td>Add images, flash and video content.</td>
</tr>
<tr>
<td><strong>Attachments</strong></td>
<td>Enhance your knowledge base by adding attachments to articles.</td>
</tr>
<tr>
<td><strong>Related Articles</strong></td>
<td>Use both manual and automatic linking of related articles.</td>
</tr>
<tr>
<td><strong>Version History</strong></td>
<td>Roll back to one of the previous article versions if necessary.</td>
</tr>
<tr>
<td><strong>Drafts and Auto-saving</strong></td>
<td>Have incomplete data? – create draft. Writing an article? – it will be auto-saving periodically.</td>
</tr>
<tr>
<td><strong>Article Edit Locking</strong></td>
<td>Transparent mechanism for simultaneous article editing prevention.</td>
</tr>
<tr>
<td><strong>Glossary</strong></td>
<td>Term explanation on mouse over and separate page of glossary terms.</td>
</tr>
<tr>
<td><strong>Scheduled Publishing</strong></td>
<td>Manage article visibility according to date.</td>
</tr>
<tr>
<td><strong>Article Templates/Snippets</strong></td>
<td>Create reusable parts for quick insertion into your articles.</td>
</tr>
<tr>
<td><strong>Simple Workflow</strong></td>
<td>Use simple article approval system.</td>
</tr>
<tr>
<td><strong>Spell Check</strong></td>
<td>Get rid of accidental typos in your articles.</td>
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</tbody>
</table>
SEO Tools

**Meta Tags**
Use meta tags for articles and categories and improve ranking and search results of your knowledge base.

**SE Friendly and User Friendly URLs**
URLs that talk for themselves and improve Search Engine ranking.

**Sitemap**
Improve indexation efficiency of your knowledge base by Google and other search engines.

Customization

**Custom Fields**
Increase depth of knowledge organization and filtration with searchable custom fields.

**Styling and Settings of Knowledgebase**
Quickly fine-tune front-end knowledgebase look and options.

**Themes**
Use one of the professionally designed themes or create unique theme for your knowledge base and integrate it to your web site.

**Template Editor**
Fully customizable HTML and CSS parts of knowledgebase templates for complex customization.

**Custom Voting**
You can create article rating form with your own style.

**RTL Front-end Templates**
Use right-to-left languages layout in your knowledge base.

Backend User Experience

**Dashboard**
Launch almost every feature from the Dashboard.

**Bulk Operations**
Perform group operations on any data stored in your knowledgebase.

**Filters**
Filter anywhere by anything.

**Instant Search**
Instant search in modules.

**Global Search**
Find anything from any place. Fast.

**Module Preferences**
Customize your workspace as you like.

**Search Engine Options**
Customize search engine options according to your preferences.
Frontend User Experience

**Powerful Search**
Find any item in your knowledge base.

**User Favorites**
Select articles to have at your fingertips.

**Featured Articles**
Attract attention to valuable content.

**Active Response**
When visitor types text in the Ask a Question form, he sees suggested articles from the knowledgebase.

**Subscriptions**
Allow visitors to subscribe to articles, article categories and comments

**Feedback**
Improve quality of customer support with various feedback mechanisms.

**Email to a Friend**
Share an article with a friend.

**Print**
Print knowledgebase articles in one click.

Searchable Attachments

**Searchable Attachments**
Fully integrate documents into your knowledge base.

**Instant Search Suggest**
Use quick suggestions for fast navigation to searched item.

Advanced Permissions and Security

**Access Modes**
Different access mode settings for front-end.

**Flexible Access Schemes**
There are plenty of different access schemes you can realize with KnowledgeBase Manager Pro.

**Groups**
Create groups with custom permissions to help you with knowledgebase management or restrict access to content.

**Multiple Users**
Add users to fill and manage your knowledgebase.

**Front-end Authorization**
Convenient reading + access to restricted content.

**Staff and Client Users**
Provide employees and customers with appropriate level of access to the knowledge base.

**Single Sign-On**
Let your users to have one login for everything, login once to access everything including KMP.

KB Publishing and Information Sharing

**RSS Syndication for Everything**
Distribute knowledge base articles using built-in RSS syndication.

**Publish Knowledgebase**
Knowledgebase that you created can be published on unlimited number of websites, local or remote.
### Share a Single Article
Integrate separate articles to your website.

### Auto Related Widget
Relate any pages from your websites to knowledge base.

### Category Publication
Share knowledge branches.

### Integration with Support Systems
Integrate powerful knowledge base with the ticket system that you’re using.

### API
Relate any pages from your websites to knowledge base.

### Export to PDF
Export your articles as PDF documents with no hassle.

## Administrative Features

<table>
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<tr>
<th>Feature</th>
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<tbody>
<tr>
<td><strong>Installation Wizard</strong></td>
<td>Installation Wizard provides guided installation of Knowledgebase Manager Pro.</td>
</tr>
<tr>
<td><strong>Import</strong></td>
<td>Import existing knowledge and documents using the import wizard.</td>
</tr>
<tr>
<td><strong>Backups</strong></td>
<td>Backup entire database from the control panel.</td>
</tr>
<tr>
<td><strong>Statistics</strong></td>
<td>Get an overview of how staff, customers and partners are using knowledge base.</td>
</tr>
<tr>
<td><strong>Articles Rating Trends</strong></td>
<td>Track article rating changes.</td>
</tr>
<tr>
<td><strong>Updater</strong></td>
<td>Easy update of the software via web interface when new version comes out.</td>
</tr>
<tr>
<td><strong>Email Harvesting</strong></td>
<td>Harvest all user emails left in your system.</td>
</tr>
<tr>
<td><strong>Data Recovery</strong></td>
<td>You can see all deleted items and recover them.</td>
</tr>
<tr>
<td><strong>Censoring</strong></td>
<td>A list of taboo words helps you to avoid unwanted words in comments.</td>
</tr>
<tr>
<td><strong>Installation API</strong></td>
<td>Perform automated installations using API interface.</td>
</tr>
</tbody>
</table>
### Who Uses KnowledgeBase Manager Pro?

![Logos of featured customers](image)

#### Featured Customers by Industry

**Technology & Electronics**
- Cisco Systems
- Intel
- Globalstar
- A10 Networks
- Geil
- SeaLevel
- ZBE Inc.
- Mensor

**Government**
- Department of Veterans Affairs
- Netherlands Ministry of Infrastructure and the Environment
- Toowoomba Regional Council
- Gemeente Leidschendam-Voorburg

**Pharmaceutical & Healthcare**
- WebMD
- Johnson & Johnson
- Coventry Health Care
- LSUHSC-Pharmacy
- McKesson
- Henry Schein
- PTC
- HisTalk
- Parkell
- ClearChoice
- Healthgoods
- Holt Systems

**Telecom**
- Radio Canada
- Nippon Telegraph & Telephone
- Telecommunications Industry Association
- Wifi Oberösterreich
- Cellbrite
- Bité
- Two Degrees Mobile Limited
- Spot
- ITgoChina
- Comdi
- Clairmail
- Odysee Mobile
- Hargray

**Professional Services**
- Amiando
- ESTA 000

**Education & Science**
- University of Extremadura
- University of California, Davis
- Univ of Pennsylvania
- University of Ottawa
- International Institute for Geo-Information Science and Earth Observation (ITC)
- LeTourneau University
- Pearson
- Quinnipiac University
- Kwantlen Polytechnic University
- SIM University
- Chicago Public Schools
- City College of San Francisco
- Smarthinking, Inc.
- Simmons College
- Hawkes Learning Systems
- Cégep du Vieux Montréal
- Highland Community College
- Georgia Institute of Technology
- Wayzata Public Schools

**Non-profit**
- AIESEC Limburg
- Central Cross Country Ski Association (CXC Skiing)
- Hands for Hope (H4H)

**Agriculture**
- Amiando
- ESTA 000
Contact Information

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