

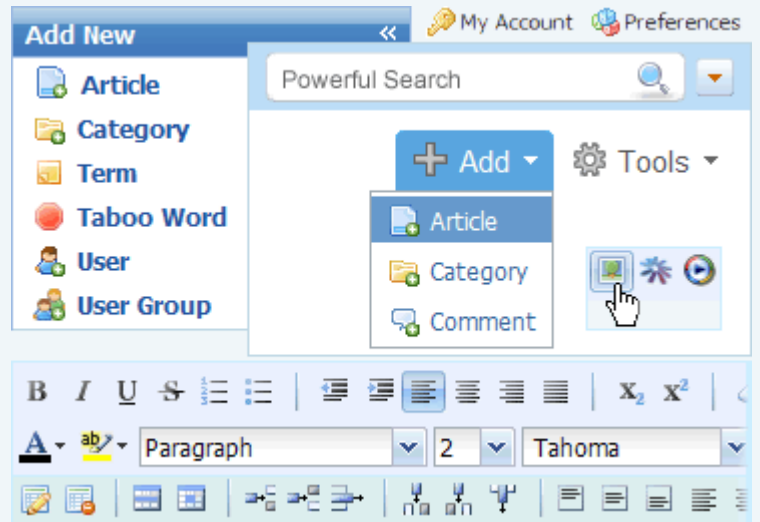
# Knowledge Management that Works!

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](http://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.

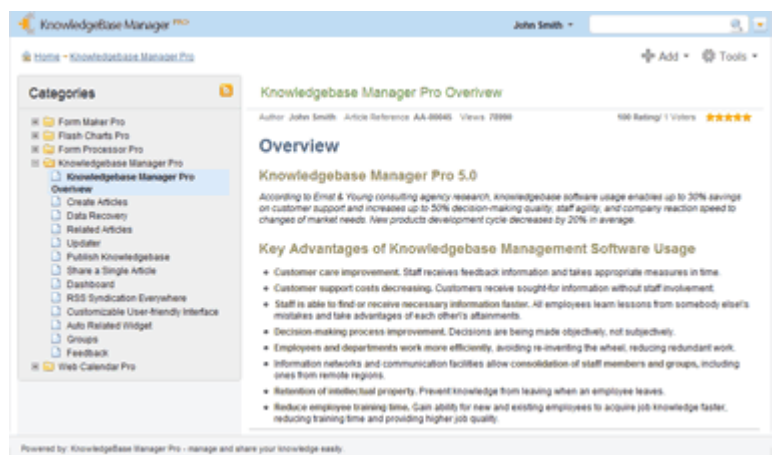
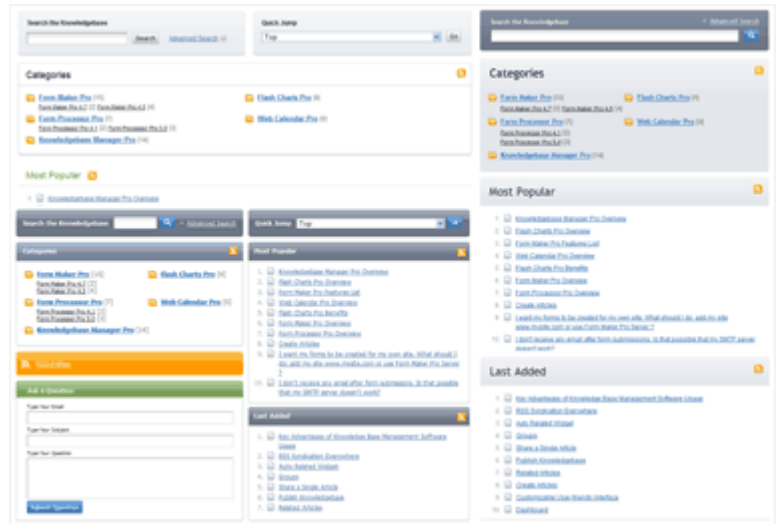
**User and group management system.** User groups simplify access control to knowledge base. Each group aggregates specific user rights and user assigned to this group inhabits its access permissions.

**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 (NLS & Stemming)
- ✓ Search in attached documents

## Content Management

- ✓ WYSIWYG editing
- ✓ Drag-n-drop category management
- ✓ Drafts and auto-saving
- ✓ Quick content mgmt 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

## 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

## Who Uses KnowledgeBase Manager Pro?



# Screenshots

## Application Loading Screen

Initial load of admin control panel from a remote server takes 5-10 seconds in modern browsers.

Initial load of admin control panel from a local server takes 2-3 seconds.

The use of asynchronous requests (Ajax) allows your Web browser user interface to be more interactive and to respond quickly to inputs.

Load of publicly available front-end part is much quicker and takes no more time than common website load.



We recommend you to update your browser to the last version to reach maximum performance.

All static info (pictures, style sheets, and scripts) is being cached in your browser during initial load. That's why the application works as fast as software that runs locally on your computer.

# General User Interface Controls

**Callout 1:** Click this icon to enter live chat with our sales representative.

**Callout 2:** This button hides the sidebar.

**Callout 3:** Group of buttons for data container management: edit container preferences, quick container reload, and module-dependent help. It is common for data containers.

**Callout 4:** The article is assigned to this category. Click to open.

**Callout 5:** Page navigation.

**Callout 6:** Drag the border to change sidebar width.

**Callout 7:** Click on the header toggles block visibility.

**Callout 8:** Click to submit a ticket to support.

**Callout 9:** Submit bug report or feature suggestion.

**Callout 10:** These blocks can be hidden in application preferences.

**Page Content:**

- Header: View Your KB, You logged in as: Demo User, Logout, My Account, Preferences, Turbo, Help
- Navigation: Home, Statistics, Users & Groups, Customization, Administration
- Left Sidebar: Add New (Article, Category, Term, Taboo Word, User, User Group), Summary (Number of Articles: 51, Number of Subscribers: 0, Number of Views: 339272, Number of Visible Articles: 50, Number of Hidden Articles: 1, Number of Rated Articles: 45, Number of Categories: 5, Most Popular Article: Knowledgebase Manager Pro Overview, Most Popular Category: Knowledgebase Manager Pro)
- Main Content: New Incomings (My Articles, Comments, Questions), Create Articles, Knowledgebase Manager Pro, Auto Related Widget, Web Calendar Pro Overview, Form Processor Pro Overview, Flash Charts Pro Benefits, Form Maker Pro Features List (Last updated by Demo User at 2008-12-25 13:09, Features List Over 5,000 clients have been using Form Maker Pro to gather information from their web site visitors, customers, employees etc. General features of Form Maker Pro Create web forms without programming knowledge), Form Maker Pro Overview, Flash Charts Pro Overview, Dashboard
- Right Sidebar: System Info (Version: 5.1.0, Registration Date: 2009-05-14, Last Login: 2009-05-14 15:42, Last IP: null, Product Key (Change Key): None), Updates (The Product Key entered above is incorrect. Product key can be acquired at the Member Area), News (Industry leading knowledge management software updated. New online demo launched! May 08, 2009; Influence Knowledge Base Software development plan by feature suggestion and voting for features! May 06, 2009; Use images, photos, screenshots, flash animation, and video as knowledge media for FAQs and documentation Apr 16, 2009)
- Footer: © 2008-2009 Web-Site-Scripts.com, Contact Support, Bug/Feature Request, Powered by: JS.GUI - Ajax driven JavaScript Framework

# Detailed Dashboard Features Overview

**KnowledgeBase Manager** Main menu provides navigation between KMP modules.

View Your KB You logged in as: **Demo User** Logout  
My Account Preferences Turbo Help

Home Articles Feedback Statistics Users & Groups Customization Administration

**Add New** <<  
Article  
Cate  
Term  
Taboo word  
User  
User Group

The "Add new" block helps to create new objects in one click.

**New Incomings**  
My Articles My Drafts (10) Comments Questions

These tabs show your articles, drafts, and recent feedback incomings.

The sidebar is wrapped. Click this button to unwrap it.

Click on the item title to view it.

Opens article preview.

Item preview and short info.

This item actions: view, edit, and delete.

Drag to change number of items per page.

These blocks show KB statistics.

| Popular Article  | Count |
|--|-------|
| Knowledgebase Manager Pro Overview                                     | 78988 |
| Flash Charts Pro Overview  | 74538 |
| Form Maker Pro Features List   | 67551 |
| Web Calendar Pro Overview  | 45365 |
| Flash Charts Pro Benefits  | 32465 |
| Form Maker Pro Overview  | 23456 |
| Form Processor Pro Overview  | 14124 |
| Auto Related Widget  | 732   |
| Create Articles  | 123   |
| Do you offer Discounts for Educational/Govt./Non-Profit Organizations? | 100   |

Popular Categories  
Popular Searches

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# Articles and Categories Organization Module.

The screenshot displays a web-based Knowledgebase Management interface. On the left, a 'Categories' tree shows a hierarchical structure of folders. The main area on the right contains a search bar, a toolbar with options like 'Add New Article', 'Show All Articles', and 'Import', and a table of articles. The table has columns for 'Title', 'Progress', 'Views', and 'Actions'. A 'Group actions' dropdown menu is open, showing options like 'Select', 'Edit', 'Copy To', and 'Delete'. Several yellow callout boxes provide instructions on how to use these features.

**Category tree shows category structure of your knowledge base.**

**Module tip – short guide for current module usage.**

**Global search finds search query in articles, comments, deleted items, among subscribers, etc.**

**Category tree management buttons: create category, delete category, expand/collapse the tree, enable/disable drag-n-drop and inline edit, show contents of selected categories.**

**Use search and filtering to find an article by its parameters.**

**See contents of several categories simultaneously by setting checkboxes on them and clicking the lens icon on the toolbar.**

**Click on a category to see its contents in the container on the right.**

**Actions on a category: edit preferences and delete.**

**Double click on a category title to rename it using inline edit.**

**Drag-n-drop a category to change its location.**

**Select several articles and apply a group action to them.**

| Title   | Progress | Views | Actions |
|---|----------|-------|---------|
| AA-00829 Knowledgebase Manager Pro Overview   | 98%      | 123   | [Icons] |
| AA-00835 Auto Related Widget                  | 86%      | 732   | [Icons] |
| AA-00837 Dashboard                            | 0%       | 2     | [Icons] |
| AA-00828 Feedback                             | 0%       | 1     | [Icons] |
| AA-00827 Customizable User-friendly Interface | 0%       | 2     | [Icons] |
| AA-00825 Data Recovery                        | 0%       | 12    | [Icons] |
| AA-00830 Related Articles                     | 100%     | 7     | [Icons] |
| AA-00832 Publish Knowledgebase                | 100%     | 5     | [Icons] |
| AA-00833 Share a Single Article               | 100%     | 4     | [Icons] |

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# WYSIWYG Article Editor Window with Drafts, Autosaving, Images & Media Manager, Table Editor, and Many Other Features under Other Tabs.

**Edit Article: Groups**

General Custom Fields Advanced Attachments (0) Related (0) Auto Related (0) Comments (0) Negative Article Ratings (1) History (0)

Save & Close Save Save Draft Copy To Print Delete Preview

A version of this page you were editing at 2009-05-18 18:46 was not saved. Do you want to resume editing or discard it?  
[View difference](#) | [Resume](#) | [Delete](#) | [Dismiss this message](#)

**Head** Make Featured Draft autosaved at 18:46:56 Code: AA-00834

Title:\*

Category:\*

**B I U S** Paragraph 2 Tahoma Fully functional WYSIWYG Editor.

Toolbar with table editing tools. It is hidden until you create or select a table.

## Groups

### Create users with custom permissions to help you with knowledgebase management

The primary purpose of user groups is to simplify access control to knowledgebase. Each group aggregates specific user rights and user assigned to this group inherits its access permissions.

Users with different rights can help you to organize your knowledgebase. For example, you can create group 'Moderators' members of which will only be able to approve or decline comments, delete them and add 'Black Words' to the list.

User management in Knowledgebase Manager Pro is based on Group access permissions. You can create several user groups for different roles and then add users assigned to some groups. If user is a member of several groups at the same time, his permissions are the sum of those groups' permissions.

```
graph TD
    MG[Moderation Group] --> Wendy
    MG --> Stan
    AG[Authoring Group] --> John
    AG --> Peter
    AdG[Administration Group] --> Randy
```

This image was added to article using the "Add Image" WYSIWYG tool.

Knowledgebase Manager Pro supports a huge amount of user and group permissions.

HTML Tag: <P> <TABLE> <TBODY> <TR> <TD>

Callouts:  
- This button toggles window size – standard and maximized.  
- Notification about draft autosaving.  
- This message is shown if draft of this article was saved earlier either manually or automatically.  
- Fully functional WYSIWYG Editor.  
- Toolbar with table editing tools. It is hidden until you create or select a table.  
- This image was added to article using the "Add Image" WYSIWYG tool.

# Feature Tour

## General

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### Customizable User-friendly Interface

Common and intuitive interface elements provide maximum ease of use.



### Web 2.0 and Ajax Experience

Enjoy powerful, good-looking software based on modern and fast web techniques.



### Multilingual Interface

Multiple interface languages supported both in admin and public areas. You can add or edit one easily!



### Turbo Mode

Enable Google Gears to instantly access the admin part.



### LDAP Integration and Authorization

Allow your staff to login to Knowledge Base Manager Pro using existing LDAP authentication system (e.g. Active Directory).

## Content Management

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### Create Articles Anywhere

Share knowledge using powerful WYSIWYG editor with advanced article options.



### Category Management

Enjoy easy drag-and-drop category management with inline editing.



### Quick Add & Edit

Add new knowledge and edit existing entries while browsing your knowledge base.



### Media Content

Add images, flash and video content.



### Attachments

Enhance your knowledge base by adding attachments to articles.



### Related Articles

Use both manual and automatic linking of related articles.



### Version History

Roll back to one of the previous article versions if necessary.



### Drafts and Auto-saving

Have incomplete data? – create draft. Writing an article? – it will be auto-saved periodically.



### Article Edit Locking

Transparent mechanism for simultaneous article editing prevention.



### Glossary

Term explanation on mouse over and separate page of glossary terms.



### Scheduled Publishing

Manage article visibility according to date.



### Article Templates/Snippets

Create reusable parts for quick insertion into your articles.

## SEO Tools

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### Meta Tags

Use meta tags for articles and categories and improve ranking and search results of your



### SE Friendly and User Friendly URLs

URLs that talk for themselves and improve Search Engine ranking.

knowledge base.

## Customization

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### Custom Fields

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



### Themes

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



### Custom Voting

You can create article rating form with your own style.



### Styling and Settings of Knowledgebase

Quickly fine-tune front-end knowledgebase look and options.



### Template Editor

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



### RTL Front-end Templates

Use right-to-left languages layout in your knowledge base.

## Backend User Experience

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### Dashboard

Launch almost every feature from the Dashboard.



### Filters

Filter anywhere by anything.



### Global Search

Find anything from any place. Fast.



### Search Engine Options

Customize search engine options according to your preferences.



### Bulk Operations

Perform group operations on any data stored in your knowledgebase.



### Instant Search

Instant search in modules.



### Module Preferences

Customize your workspace as you like.

## Frontend User Experience

---



### Powerful Search

Find any item in your knowledge base.



### Featured Articles

Attract attention to valuable content.



### Subscriptions

Allow visitors to subscribe to articles, article categories and comments



### User Favorites

Select articles to have at your fingertips.



### Active Response

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



### Feedback

Improve quality of customer support with various feedback mechanisms.



### Email to a Friend

Share an articles with a friend.



### Print

Print knowledgebase articles in one click.

## Searchable Attachments

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### 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

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### 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.

## KB Publishing and Information Sharing

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### 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.



### Category Publication

Share knowledge branches.



### Auto Related Widget

Relate any pages from your websites to knowledge base.



### Integration with Support Systems

Integrate powerful knowledge base with the ticket system that you're using.

## Administrative Features

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### Installation Wizard

Installation Wizard provides guided installation of Knowledgebase Manager Pro.



### Updater

Easy update of the software via web interface when new version comes out.



### Import

Import existing knowledge and documents using the import wizard.



### Email Harvesting

Harvest all user emails left in your system.



### Backups

Backup entire database from the control panel.



### Data Recovery

You can see all deleted items and recover them.



### Statistics

Get an overview of how staff, customers and partners are using knowledge base.



### Censoring

a list of taboo words helps you to avoid unwanted words in comments.



### Articles Rating Trends

Track article rating changes.



### Installation API

Perform automated installations using API interface.

## KnowledgeBase Manager Pro Features List

### User groups and permissions

| Number of user accounts  | 1 to unlimited (depends from the license type) |
|--|--|
| Unlimited end users (readers)  | ✓  |
| Unlimited number of user groups  | ✓  |
| Group-based user permissions   | ✓  |
| Flexible and detailed user permissions                                       | ✓  |
| Inheritable user permissions   | ✓  |
| Assign users to multiple user groups   | ✓  |
| Users can modify own contact details   | ✓  |
| Active/inactive users  | ✓  |
| Group-based access to functions  | ✓  |
| Group-based access to categories   | ✓  |
| Group-based access to articles   | ✓  |
| Multiple group access to articles/categories                                 | ✓  |
| Public area access modes: free access, headers and structure, login required | ✓  |
| Category/article permissions for authorized public area users                | ✓  |
| General operations on data in public area for authorized users               | ✓  |
| LDAP Integration and Authentication  |  |
| Microsoft Active Directory   | ✓  |
| Novel eDirectory   | ✓  |
| Posix Account RFC2307  | ✓  |
| Posix Account RFC2307BIS   | ✓  |
| Samba Account  | ✓  |
| Other  | ✓  |
| Sync Account Details   | ✓  |

Map LDAP Groups



## Design

Predesigned styles



Custom styles



Integrates into existing website



Custom rating controls



Printer friendly version



RTL front-end templates (for Right-to-Left languages)



## General features

Completely web based knowledge base



Common intuitive UI



Zero programming hassles



Cross browser compatibility



UTF-8 Support



Multi-lingual



Online ordering



Immediate download



Guided installation



Full source code provided



Software updater



Ajax-powered application



Google Gears support



## User Interface Translations

 French




 German



 Brazilian Portuguese



 Hebrew



 Spanish




 Russian



 Turkish



 Italian (front-end translation)



 Polish (front-end translation)



## Articles creation and options

Unlimited articles




































Article versions history



Article versions comparison



|   |   |
|---|---|
| Roll-back to previous article version                           |    |
| WYSIWYG HTML editor   |    |
| Deleted articles recovery                                       |    |
| Articles assigning to multiple categories                       |    |
| Unlimited categories and sub-categories                         |    |
| Unlimited category depth  |    |
| Related articles  |    |
| Automatic related articles                                      |    |
| Meta tags support   |    |
| Publish/hide article  |    |
| Unlimited article attachments                                   |    |
| Featured articles   |    |
| Draft articles  |    |
| Ability to save article as draft for further editing            |    |
| Ability to resume editing article from draft                    |    |
| Article cross-editing notifications                             |    |
| Articles autosaving   |    |
| Customizable autosaving interval                                |  |
| Article templates   |  |
| Favorite articles   |  |
| Article snippets  |  |
| Bulk edit of articles   |  |
| Bulk edit of permissions for categories                         |  |
| Restricted groups column in articles grid                       |  |
| Spell checking (using browser built-in spell checking function) |  |
| Simple workflow (approval) system                               |  |
| <b>Custom fields</b>  |   |
| Number of custom fields   | Unlimited   |
| Assign custom fields to multiple knowledge items                |  |
| Search in custom fields   |  |
| Required custom fields supported                                |  |
| Public and internal custom fields                               |  |
| <b>Custom field types</b>                                       |   |
| Text field  |  |
| Text area   |  |
| Multi select  |  |
| Multi checkboxes  |  |

|                   |   |
|-------------------|---|
| Radio buttons     | ✔ |
| Select list       | ✔ |
| Combobox field    | ✔ |
| Number field      | ✔ |
| Email field       | ✔ |
| URL link field    | ✔ |
| Date picker       | ✔ |
| Date & Time field | ✔ |

## WYSIWYG features

|  |   |
|--|---|
| Change font face, type, and size                       | ✔ |
| Styles   | ✔ |
| Change text color and highlight color                  | ✔ |
| Text: bold, italic, underline, strikethrough           | ✔ |
| Subscript and superscript text                         | ✔ |
| Clearing of text formatting                            | ✔ |
| Paragraphs alignment: right, left, center, and justify | ✔ |
| Paragraph indents                                      | ✔ |
| Headings H1-H6   | ✔ |
| Numbered lists   | ✔ |
| Bulleted lists   | ✔ |
| Links  | ✔ |
| Links to articles                                      | ✔ |
| Email links  | ✔ |
| Anchors  | ✔ |
| Special characters inserting                           | ✔ |
| Find & Replace   | ✔ |
| Tables (advanced module)                               | ✔ |
| Images (local, remote, multiple upload)                | ✔ |
| Flash (local, remote, multiple upload)                 | ✔ |
| Video (local, remote, multiple upload)                 | ✔ |
| HTML source editing                                    | ✔ |































## Scheduled publishing

|                                  |   |
|----------------------------------|---|
| Specify article publication date | ✔ |
| Specify article expiry date      | ✔ |

## Document import

|     |   |
|-----|---|
| CSV | ✔ |
|-----|---|



|  |   |
|--|---|
| XLS  |    |
| Word documents (by copy-pasting)                             |    |
| <b>Publication profiles</b>                                  |   |
| Unlimited publications                                       |    |
| Full knowledge base publishing                               |    |
| Single article publishing                                    |    |
| Auto related articles widget                                 |    |
| Publishing of certain category with or without subcategories |    |
| <b>Layout customization</b>                                  |   |
| Template management  |    |
| Number of customizable layouts                               | 13  |
| Number of customizable blocks                                | 31  |
| Number of customizable snippets                              | More than 100   |
| Commented editable CSS styling code                          |    |
| Ability to create a custom RTL theme                         |    |
| <b>Publication options</b>                                   |   |
| Category tree view in front-end                              |  |
| Show/hide articles in category tree view                     |  |
| Show/hide header   |  |
| Enable/disable search  |  |
| Enable/disable advanced search                               |  |
| Show/hide articles preview                                   |  |
| Tune articles preview length                                 |  |
| Show/hide quick jump menu                                    |  |
| Show/hide subcategories                                      |  |
| Show/hide articles counter per category                      |  |
| Show/hide top rated articles                                 |  |
| Show/hide most popular articles                              |  |
| Show/hide recent articles                                    |  |
| Show/hide top rated articles                                 |  |
| Show/hide "Ask a question" box                               |  |
| Show/hide RSS syndication icons                              |  |
| Show/hide category breadcrumbs                               |  |
| Show/hide comment box  |  |
| Enable/disable captcha                                       |  |
| Enable/disable comment premoderation                         |  |

---

|   |   |
|---|---|
| Enable/disable articles rating            | ✔ |
| Use custom rating controls                | ✔ |
| Show/hide attachments                     | ✔ |
| Enable/disable email subscriptions        | ✔ |
| Enable/disable printed version of article | ✔ |
| Show/hide “Add to favorites” button       | ✔ |
| Show/hide “Send to a friend” button       | ✔ |
| Show/hide article views counter           | ✔ |
| Show/hide article creation date           | ✔ |
| Show/hide article last update date        | ✔ |
| Show/hide article author                  | ✔ |
| Show/hide article reference number        | ✔ |
| Show/hide related articles                | ✔ |
| Show/hide auto related articles           | ✔ |
| Tune number of shown related articles     | ✔ |
| Article URL format customization          | ✔ |




### **RSS content syndication**

|                               |   |
|-------------------------------|---|
| RSS for top rated articles    | ✔ |
| RSS for last added articles   | ✔ |
| RSS for most popular articles | ✔ |
| RSS for comments              | ✔ |
| RSS for new articles          | ✔ |

### **Front-end search**

|  |   |
|--|---|
| Simple search                                  | ✔ |
| Advanced search                                | ✔ |
| Active response (instant question suggestions) | ✔ |
| Search by article reference number             | ✔ |
| Search by author                               | ✔ |
| Search in articles                             | ✔ |
| Search in comments                             | ✔ |
| Search by Any Word/All Words/Exact Match       | ✔ |
| Natural language full-text search              | ✔ |
| Boolean full-text search                       | ✔ |
| Keyword search                                 | ✔ |
| Ability to select search method                | ✔ |
| Optional query expansion for one word search   | ✔ |
| Highlighting of keywords in search results     | ✔ |












---

|                                   |   |
|-----------------------------------|---|
| Back to search results            |  |
| Instant search suggest            |  |
| Option to search in subcategories |  |

## Back-end search

|  |   |
|--|---|
| Advanced search                                |    |
| Category search                                |    |
| Search filters                                 |    |
| Different sections search                      |    |
| Multiple sections search                       |    |
| Full knowledge base search                     |    |
| Search by Any Word/All Words/Exact Match       |    |
| Natural language full-text search              |    |
| Boolean full-text search                       |    |
| Keyword search                                 |    |
| Ability to select search method                |    |
| Optional query expansion for one word search   |   |
| Highlighting of keywords in search results     |  |
| Back to search results                         |  |
| Preferences for data grids in search results   |  |
| Open article if search performed by Article ID |  |
| Instant search suggest                         |  |
| Option to search in subcategories              |  |

## Search in attachments

|  |   |
|--|---|
| MS Office 2003 Word Documents: .doc, .dot  |  |
| MS Office 2003 Excel Workbooks: .xls, .xlt   |  |
| MS Office 2003 PowerPoint Presentations: .ppt, .pot  |  |
| MS Office 2007 Word Documents: .docx, .docm, .dotx, .dotm  |  |
| MS Office 2007 Excel Workbooks: .xlsx, .xlsm, .xltx, .xltm   |  |
| MS Office 2007 PowerPoint Presentations: .pptx, .pptm, .potx, .potm                                    |  |
| MS Office 2007 Visio Drawing: .vdx   |  |
| Adobe PDF Documents: .pdf  |  |
| RTF Documents: .rtf  |  |
| TXT Documents: .txt, .htm, .html, .shtml, .shtm, .txt, .php, .asp, .cfm, .cfml, .pl, .cgi, .aspx, .jsp |  |
| Images: .jpg, .jpeg, .tiff, .tif (not images itselfs, but meta data)                                   |  |

## Email subscriptions

|                              |   |
|------------------------------|---|
| Subscription to new articles |  |
|------------------------------|---|

|   |   |
|---|---|
| Subscription to article updates   | ✔ |
| Subscription to comments  | ✔ |
| Subscriptions can be managed by staff   | ✔ |
| Email article to a friend   | ✔ |
| <b>Feedback</b>   |   |
| Comments  | ✔ |
| Enable/disable article comments   | ✔ |
| Enable/disable comments pre-moderation  | ✔ |
| Enable/disable anti-bot CAPTCHA   | ✔ |
| Enable/disable questions form   | ✔ |
| Enable/disable article ratings  | ✔ |
| Negative rating requires user comment   | ✔ |
| <b>Navigation</b>   |   |
| Most popular articles   | ✔ |
| Last added articles   | ✔ |
| Top rated articles  | ✔ |
| Article reference number  | ✔ |
| <b>Other features</b>   |   |
| Mouse-over terms description  | ✔ |
| Glossary  | ✔ |
| Black words hiding  | ✔ |
| SEO tools   | ✔ |
| Add to end user favorites list  | ✔ |
| View creation date  | ✔ |
| View last updated date  | ✔ |
| Built-in help system for application area   | ✔ |
| Email harvesting  | ✔ |
| Rating trends   | ✔ |
| Installation via XML API  | ✔ |
| <b>User interface solutions</b>   |   |
| Multifunctional dashboard   | ✔ |
| Inline edit of category name  | ✔ |
| Drag-n-drop category management   | ✔ |
| “Quick Add ...” panels  | ✔ |
| Drag'n'drop grid resizing   | ✔ |
| Custom grid properties (columns to display, actions style, group actions style, records per page) | ✔ |

|  |   |
|--|---|
| Tips for main menu items   | ✔ |
| Introductory tips for each module  | ✔ |
| Remember sidebars' states and sizes                                      | ✔ |
| Expand/Collapse button for front-end tree and category selector combobox | ✔ |
| Option to disable animation for better performance                       | ✔ |

## Group operations on content

|                             |   |
|-----------------------------|---|
| Edit article properties     | ✔ |
| Delete (any item)           | ✔ |
| Articles copying            | ✔ |
| Approve comments            | ✔ |
| Decline comments            | ✔ |
| Reset rating                | ✔ |
| Maximize rating             | ✔ |
| Set custom rating           | ✔ |
| Cancel subscription         | ✔ |
| Deleted articles recovery   | ✔ |
| Deleted articles destroying | ✔ |

## Statistics

|                                    |   |
|------------------------------------|---|
| Most viewed articles               | ✔ |
| Most rated articles                | ✔ |
| Most discussed articles            | ✔ |
| Most popular categories            | ✔ |
| Most popular search queries        | ✔ |
| Most popular failed search queries | ✔ |
| Authors summary                    | ✔ |
| Articles per author                | ✔ |
| Author popularity                  | ✔ |

## Backup system

|                                 |   |
|---------------------------------|---|
| Backup knowledge base on server | ✔ |
| Downloadable backup files       | ✔ |
| Scheduled backups               | ✔ |
| Manual backups                  | ✔ |
| Backups before updates          | ✔ |

## Web-Site-Scripts has Over 30,000 Customers and Growing



## Featured Customers by Industry

### Technology

- Akamai Technologies
- Autodesk
- Cisco Systems
- Datacom
- General Electric Company
- Hewlett-Packard
- IEEE
- Invision Power Services
- Juniper Networks
- LexisNexis
- Phillips
- Samsung
- Siemens
- Sony
- SpamCop
- Sybase Inc.
- Symantec
- Texas Instruments Incorporated
- Xerox

### Media & Telecom

- A1 Mobilkom Austria
- AT&T
- Bahrain Telecommunications Company
- Bezeq International Ltd.

### Government

- Australian Government - Bureau of Meteorology
- Berkley LAB
- British Chambers of Commerce
- Defence Logistics Agency
- Montgomery County Maryland
- NASA
- National Research Council Canada
- Oak Ridge National Laboratory
- PennState
- U.S. Army
- U.S. Center for Disease Control and Prevention
- U.S. social security administration
- United States NAVY
- United States Postal Service

### Pharmaceutical & Healthcare

- American Academy of Ophthalmology
- Genentech, Inc.
- Medtronic, Inc.
- National Community Pharmacists Association
- Novartis

### Education / Universities

- Auburn University
- Duke University
- Emory University
- London South Bank University
- McMaster University
- Michigan State University
- New York University
- North Carolina State University
- Ohio State University
- Purdue University
- Saint Joseph's University
- Stanford University
- Stellenbosch University
- The University of Georgia
- The University of New Orleans
- UC San Diego
- Universidad de Alcalá
- University of Cambridge
- University of Delaware
- University of Illinois
- University of Illinois at Chicago
- University of Leeds
- University of Maryland
- University of Memphis
- University of Michigan
- University of Minnesota

- Congressional Quarterly
- EarthLink, Inc.
- Juno Online Services
- Media General, Inc.
- Tata Communications Ltd.
- Telekom Austria Group
- Time Warner Cable Inc.
- TreeHugger
- Videotron
- Virgin Media
- Walla! Communications Ltd.
- WILEY
- XS4ALL Internet

## Gaming

- Atrativa Games

## Manufacturing

- Analog Devices, Inc .
- H-E-B

## Retail

- Johnson & Johnson
- Whole Foods Market IP, L.P.

## Aerospace

- Air Berlin GmbH & Co.  
Luftverkehrs KG

- Rigshospitalet

## Professional Services

- Bigfoot Entertainment
- DoubleClick
- DreamWorks Animation SKG
- Ernst & Young Global Limited
- Gartner, Inc.
- Mentor Graphics
- Northrop Grumman Corporation
- Royal Shakespeare Company
- Schlumberger Limited
- Speakeasy, Inc.
- Standard & Poor's
- Thomson Reuters
- Walgreen Co.

## Financial Services

- Barclays Bank PLC.
- Citigroup Inc.
- Desjardins Group
- Marsh Inc.
- The PNC Financial Services Group, Inc.
- UBS

## Energy & Utilities

- Chevron Corporation

- University of Nebraska–Lincoln
- University of Virginia
- University of Wisconsin-Madison
- University of Wollongong
- Wharton, University of Pennsylvania
- Western Michigan University
- Washington University in St. Louis
- Yale University

## Non-profit

- Association for Computing Machinery
- Battelle Memorial Institute
- IEEE Computer Society
- Indonesian Permanent Mission to the UN
- Industrial Technology Research Institute
- Institute for Defense Analyses
- Orphanage Outreach
- RAND Corporation
- SRI International
- The Christian Community Health Fellowship
- The Joint Commission
- World Wildlife Fund

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