



## Locate, Capture & Share Information *with Customers, Employees & Stakeholders*



Dmaxpedia knowledge share allows you to share information from your website or Intranet with an enterprise-grade knowledge base, reducing customer support, improving staff productivity and eliminating time wasted searching for information across disparate systems such as shared folders and paper documents.

*Extensively tested amongst many small to medium size businesses, universities, non-profits and enterprise organizations, Dmaxpedia.com can be used to:*

## **Reduce in-bound customer support**

The web-based self help interface makes it easy for customers to find answers to their own problems instead of submitting emails or calling your support department.

Your knowledge base can also be integrated into your contact/support forms to provide instant answers to customer's questions as they type, reducing support even further.

- Reduce technical support by up to 50%
- Instantly Improve your customer satisfaction

## **Share company documents and procedures**

Whether your staff is in one physical location or one hundred, Dmaxpedia.com makes it easy for them to share, search, rate and print company documents, procedures and more. Forget email or network file servers - now everyone has access to the same single version of a document from the same location.

- Standardize company policies and procedures
- Improve staff productivity

## **Eliminate staff training time**

By providing new staff members with a list of company-wide policies, procedures and how-to guides to read in your knowledge base, they can be up and running quicker. You reduce staff training time significantly and give new staff members a "hands on" approach to learning.

- Reduce staff training time by up to 50%
- Improve employee performance

## System Features at a Glance

*With powerful features to make content publishing and searching a breeze, it's no wonder Dmaxpedia is ideal for SME's, NGO's, Educational Institutes & expanding, dynamic Organizations*

### Content Publishing made-easy

Share knowledge, including Microsoft Office documents and PDF files from any web browser. Using the powerful WYSIWYG editor, users can easily add knowledge categorized into unlimited categories, upload images, videos, flash files, documents and more.

### LDAP Integration

Dmaxpedia Knowledge Manager Enterprise edition includes complete support for LDAP integration and authentication with these LDAP providers:

- Microsoft Active Directory
- Novell eDirectory
- Open LDAP
- Posix Account RFC2307 and PFC2307BIS
- Samba
- Other LDAP Servers

### Multiple User Accounts

Create user accounts for different staff members each with his or her own login id and password, making it easy to disable or reassign user accounts as required.

### User Groups

Segment users into groups based on permissions and access levels. Give Joe from Marketing access to only add content to the marketing categories while Susan from Technical Support can update information in the Technical Support section.

### Improved Work Flow

Dmaxpedia Knowledge Manager's built-in workflow system allows content administrators to define and implement their own content publishing processes and permissions. By creating workflow rules on a per category basis, content administrators can receive email notifications when an article is added and/or changed.

### You can Print!

Printer friendly versions of all knowledge items are only a click away so your end users can take their knowledge with them.

### Document Attachments

Attach files to articles and search the contents of Microsoft Office and PDF attachments easily.

### Search

Your users will find the knowledge they need, when they need it using the powerful search to search across knowledge entries, META data, custom fields and attachments.

### Unlimited Custom Fields

Create, organize and share knowledge with an unlimited number of custom fields allowing you to customize your knowledge base with your business processes. Include software version numbers, ISBN numbers, product SKU's or any other field.

### Publish Dates

Set start/expiry dates to show time-sensitive knowledge items only when required without user intervention.

### Export to PDF

Export knowledge items into PDF format for printing or archiving in one click.

### Automatic Content Versioning

Compare and roll back previous changes to knowledge entries whilst documenting which user added or changed which document so you never lose important information ever again.

### Import Knowledge

Import your existing knowledge items directly into Dmaxpedia Knowledge Manager in just only a few mouse clicks.

### Backup

Backup your data securely and automatically to local or remote storage.

### Themes

Choose from included themes or integrate into your existing website or intranet design to match your company look and feel.

### Active Response System

Connect any website form on your website to your knowledge base using AJAX technology to instantly and automatically provide answers to questions before they reach your help desk.

### User Feedback

Various feedback mechanisms help to improve quality of knowledge including "helpful" ratings.

### Email

Encourage participation by allowing users to share knowledge with colleagues and customers using the send-to-friend email feature.

### Statistics

Over 10 different reports to help you get a complete insight into your knowledge base including most sought after information and use it to provide better knowledge.

## Screenshots

Dmax-pedia Knowledge Manager features an intuitive interface that makes creating, storing and finding knowledge a breeze. Below is a screenshot of the web based control panel used to add, edit or moderate content, users and more.

Access additional functionality through web based drop down navigation

Automatic version check makes sure your knowledge base is always up to date

Quick chart shows your staff activity over time. See who's improving your knowledge base instantly

Easy access help guides means less training time and more productive staff

## Screenshots (Continued)

Creating knowledge items is both simple and flexible, including web based WYSIWYG editing and point and click configuration

The screenshot shows the 'Edit Article' page in a Windows Internet Explorer browser window. The page has a top navigation bar with links like Home, My Account, Tools, Settings, and a user profile. Below this is a secondary navigation bar with Articles, News, Categories, Groups, Users, Feedback, and Statistics. The main content area is titled 'Edit Article' and includes tabs for 'Article Content' and 'Advanced Options'. The 'Article Content' tab is active, showing fields for Title, Categories, Status, and Visibility. A 'Why should I choose Knowledge Manager...' section lists features like 'Optimized Database and indexing', 'Professionally designed end user templates', and 'Built in active response system'. Below this is a 'Custom Fields' section with checkboxes for various products and operating systems. At the bottom, there is an 'Attachments' section with a 'Browse' button and a 'More Attachments' link. Annotations with blue lines point to various parts of the interface: 'Advanced options allows for article expiry and publish date, related articles, user access permissions and more' points to the 'Advanced Options' tab; 'WYSIWYG Editor allows for unlimited formatting options, including Bold, Italic, Bullet points and more. Upload and include images, movies, documents and more.' points to the WYSIWYG editor area; 'Add meta keywords and descriptions for improved search and search engine optimization' points to the 'Meta Keywords' and 'Meta Description' fields; 'Select additional custom fields to further organize your knowledge items' points to the 'Custom Fields' section; 'Access additional tools and settings' points to the 'Tools' link in the top navigation bar; 'Add knowledge items into multiple categories' points to the 'Categories' field; and 'Upload searchable document attachments for additional knowledge information' points to the 'Attachments' section.

Advanced options allows for article expiry and publish date, related articles, user access permissions and more

WYSIWYG Editor allows for unlimited formatting options, including Bold, Italic, Bullet points and more. Upload and include images, movies, documents and more.

Add meta keywords and descriptions for improved search and search engine optimization

Select additional custom fields to further organize your knowledge items

Access additional tools and settings

Add knowledge items into multiple categories

Upload searchable document attachments for additional knowledge information



## Screenshots (Continued)

Dmax-pedia Knowledge Manager includes LDAP integration so you can provide single sign on throughout your enterprise

Choose your LDAP server and settings

Access additional point and click configuration settings

Specify LDAP synchronization settings

Map LDAP groups to your knowledge base groups

The screenshot shows the 'Manage Settings' page in a web browser. The page has a navigation bar with links like Home, My Account, Tools, Settings, View Your Knowledgebase, Logout, and Help. Below the navigation bar, there are tabs for Application Settings, Template Settings, Feature Settings, LDAP Settings, and Miscellaneous Settings. The 'LDAP Settings' tab is selected, showing three sections: LDAP Integration Settings, LDAP Synchronization Settings, and Group Mapping Settings.

**LDAP Integration Settings:**

- Enable LDAP authentication? ☒ Yes, enable LDAP authentication
- LDAP Platform: **Microsoft Active Directory** (selected from a dropdown menu)
- LDAP Host:
- LDAP Port:
- Allow Follow Referrals? ☐ No
- LDAP Version 3? ☐ No
- Negotiate TLS? ☐ Yes, negotiate TLS
- Search String:
- Base DN:
- Connect Username:
- Connect Password:

**LDAP Synchronization Settings:**

- Map First Name to:
- Map Last Name to:
- Map Email to:
- When a User is Deleted: ☐ Don't do anything on my LDAP server
- Sync User Details? ☐ Yes, always sync each user's status, first and last name

**Group Mapping Settings:**

- Default Group Mapping Action:
- LDAP Group Member Attribute:
- Enable LDAP Group Mapping? ☒ Yes, enable LDAP group mapping

Buttons for 'Save' and 'Cancel' are at the bottom of the settings form.

## Screenshots (Continued)

Creating knowledge items is both simple and flexible, including web based WYSIWYG editing and point and click configuration

The screenshot shows the 'Edit Article' page in the dmaxpedia intranet. The interface includes a top navigation bar with links like Home, My Account, Tools, Settings, and a sidebar with categories, groups, and users. The main content area is divided into sections for article details, content, and attachments.

**Annotations:**

- Advanced options allows for article expiry and publish date, related articles, user access permissions and more**: Points to the 'Advanced Options' tab.
- WYSIWYG Editor allows for unlimited formatting options, including Bold, Italic, Bullet points and more. Upload and include images, movies, documents and more.**: Points to the 'Article Content' section, which features a rich text editor with various formatting tools.
- Add meta keywords and descriptions for improved search and search engine optimization**: Points to the 'Meta Keywords' and 'Meta Description' fields.
- Select additional custom fields to further organize your knowledge items**: Points to the 'Custom Fields' section, which includes checkboxes for products and operating systems.
- Upload searchable document attachments for additional knowledge information**: Points to the 'Attachments' section, which includes a 'Browse' button for uploading files.
- Access additional tools and settings**: Points to the 'Tools' link in the top navigation bar.
- Add knowledge items into multiple categories**: Points to the 'Categories' dropdown menu.



## Screenshots (Continued)

Finding the knowledge you need is easy using Dmaxpedia Knowledge Manager. The screenshot below shows the default knowledge base in action.

**Search suggestion**  
offers alternative search phrases and keywords

**Users with access**  
can login via the front end

**Easily browse your knowledge base by category**

**Recently published news items**  
appear here to broadcast news to end users

**View and subscribe to most recently added knowledge**

**View automatically generated list of most popular searches**

## Screenshots (Continued)

The screenshot below outlines how your knowledge item will look by default as well as various additional related content and user options.

The screenshot shows a web browser window titled "Intranet - Windows Internet Explorer" displaying the Dmaxpedia Intranet. The interface includes a search bar, a list of articles, and a sidebar with navigation links. Annotations point to various features:

- Search suggestion offers alternative search phrases and keywords:** Points to the "Advanced Search" link below the search bar.
- WYSIWYG content includes HTML formatting such as Bold, Italic as well as links, images and more:** Points to the article content, which includes a list of bullet points and a link to "See the complete feature list."
- View related articles in your knowledge base:** Points to the "Related Articles" section, which lists "What is the Active Response System?" and "Is there a time-limited or other type of trial I can download?"
- View and download file attachments:** Points to the "Attachments" section, which states "No attachments were found."
- Gather feedback from end users to improve your knowledge base:** Points to the "Visitor Comments" section, which includes a form for posting comments.
- Access additional options to print, email, subscribe to and add articles to your favorites list:** Points to the "Would you like to..." section, which includes links for "Print this page," "Email this page," "Post a comment," "Subscribe me," "Add to favorites," "Remove highlighting," "Edit this Article," "Quick Edit," and "Export to PDF."
- End User rating system to improve knowledge over time:** Points to the "User Opinions" section, which shows a rating of 83% (14 votes) and a "Rate this" button.

## Feature Comparison

Dmax-pedia comes with Professional and Enterprise.  
See what's the best for you:

	Professional	Enterprise
<b>User Accounts</b>		
Maximum User Accounts	20	Unlimited
Multiple User Accounts	✓	✓
User Can Modify Own Contact Details	✓	✓
Active / Inactive Users	✓	✓
Granular Level User Permissions	✓	✓
<b>Database</b>		
Microsoft SQL Server Database Support	-	✓
MySQL Database Support	✓	✓
<b>Workflow</b>		
Web Based Point and Click Configuration	-	✓
Email notification when Knowledge Item Added or Modified	-	✓
Compare Changes with Original Knowledge Item	-	✓
Send Approval / Disapproval Email Notifications to Author	-	✓
Assign Approval Queues to Different Groups	-	✓
<b>LDAP Integration and Authentication</b>		
Microsoft Active Directory	-	✓
Novell eDirectory	-	✓
Posix Account RFC2307	-	✓
Posix Account RFC2307BIS	-	✓
Samba Account	-	✓
Other	-	✓
Sync Account Details	-	✓
Map LDAP Groups	-	✓
<b>User Groups</b>		
Inheritable Permissions via User Groups	✓	✓
Assign Users to User Groups	✓	✓
Number of User Groups	Unlimited	Unlimited
Limit Content Viewing / Creating / Editing to User Groups	✓	✓
<b>General Features</b>		
Quick Start Guide	✓	✓
Built in Help System	✓	✓
Web Based Access	✓	✓
Cross Browser Compatibility	✓	✓
Secure Socket Layer (SSL) Support	✓	✓
Public or Secure View Access	✓	✓
Integrate with Contact Form for Instant Responses (Active Response)	✓	✓
Supports UTF-8	✓	✓
Supports Right to Left Languages	✓	✓
Supports Multi-byte Characters	✓	✓
Specify Alternate SMTP email Server	✓	✓
Built in Template Designs	Includes 7	Includes 7
Full CSS Support	✓	✓
Modifiable Look and Feel	✓	✓
Integrates into Existing Website	✓	✓
Glossary	✓	✓

### Feature Comparison (Continued)

**Knowledge Publishing**

- Number of Knowledge Items
- Number of Categories
- Number of Subcategories
- Article Modification History (Versioning)
- Roll Back to Previous Article Version
- User Rating Per Article Version
- Specify Future Publish Date
- Specify Future Expire Date
- Automatic or Defined Related Articles
- Hide Article
- Featured Articles
- Meta Data (Description, Keywords)
- Article Sorting
- Article Attachments
- Publish News Items
- Automatic Article Number
- Article Previewing Before Publishing
- Quick Editing
- Import Articles

## WYSIWYG Editing

- Font Type, Size, Color and Alignment
- Bold, Italic, Underline for text
- Headings
- Bullet Points
- Paragraphs
- Background Color
- Attach and/or Link to Images
- Hyperlinks
- Tables
- Forms
- Flash
- Video (Quicktime, MPEG, Other)
- Find and Replace
- Spell Check

### Attachments

Microsoft Office (Excel, Word, PowerPoint, Publisher, Visio, Project)  
Adobe PDF  
Video Files (Flash, Quicktime, MPEG, Other)  
Audio Files (Mp3, WAV, Other)  
Images  
Text  
HTML  
Flash  
Other

## Custom Fields

- Number of Custom Fields
- Assign Custom Fields to Multiple Knowledge Items
- Single Option Custom Field (Eg. Free Text Entry)
- Multiple Option Custom Field (Eg. Select from an option)

[illegible]



## Feature Comparison (Continued)

	Professional	Enterprise
<b>Knowledge Viewing</b>		
Browse by Category or Search	✓	✓
View Last Updated Date	✓	✓
View Custom Fields	✓	✓
Featured Articles	✓	✓
Most Popular Articles	✓	✓
Printer Friendly Version	✓	✓
Email Article to a Friend	✓	✓
Subscribe to Article Modification Notices via Email	✓	✓
Add to End User Favourites List	✓	✓
Export to PDF	✓	✓
Static Links (Non-Dynamic)		
<b>Search</b>		
Simple Search	✓	✓
Search by Category	✓	✓
Search by Custom Fields	✓	✓
Search Content of Attachments (Adobe PDF, Microsoft Word & Excell)	✓	✓
Search by End User Rating	✓	✓
Searches are Logged	✓	✓
Wild Card Search	✓	✓
Boolean Operators	✓	✓
Full text or Boolean search	✓	✓
View Most Popular Searches	✓	✓
Search Autocomplete	✓	✓
<b>Backup</b>		
Backup Knowledge Base Data to Remote File Server	✓	✓
Backup Knowledge Base Data to Local File System	✓	✓
Schedule Automatic Backup	✓	✓
Backup System Settings	✓	✓
<b>RSS Syndication</b>		
RSS Per Category	✓	✓
RSS for News Items	✓	✓
RSS for Recently Added Knowledge Items	✓	✓
RSS for Most Popular Items	✓	✓
RSS for Featured Articles	✓	✓
<b>User Feedback</b>		
Enable / Disable Article Commenting	✓	✓
Automatic or Manual Comment Approval	✓	✓
CAPTCHA on Comment Forms	✓	✓
Enable / Disable Article Rating	✓	✓
Allow User Comment on Negative Rating	✓	✓

## Feature Comparison (Continued)

### Article History (Versioning)

View Article Modifications  
Roll Back to Previous Article Version  
View Ratings Per Article Version

### Statistics

Article Summary Report  
Most Viewed Articles  
Most Popular Articles  
Most Discussed Articles  
Article Ratings  
User Summary Report  
Articles Per User  
Author Popularity  
User Comments  
Category Summary Report  
Most Popular Categories  
Popular Search Terms  
Popular Failed Search Terms

Professional	Enterprise
✓	✓
✓	✓
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Get Started **Today!**