

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



Dmax-pedia 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, Dmax-pedia 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, Dmax-pedia Knowledge Manager 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 Dmax-pedia is ideal for Small Business, NGO's, Educational Institutes and 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

Dmax-pedia 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

Dmax-pedia 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 Dmax-pedia 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

Getting Started with Knowledge Manager

Creating your knowledge base is easy. Start by creating your categories and then adding articles. [Read more...](#)

User Activity Overview

Date Range:



I Would Like to...

- [View Articles](#)
- [Create an Article](#)
- [Manage Submitted Articles](#)
- [View User Accounts](#)
- [Create a User Account](#)
- [View Comments](#)
- [View Categories](#)
- [Create a Category](#)
- [View Groups](#)
- [Create a Group](#)
- [Manage Statistics](#)

Version Check

You are currently running the latest version of Knowledge Manager (5.0).

Popular Help Articles

- [Is it possible to attach files to knowledge base articles?](#)
- [How do I create a database for my knowledge base?](#)
- [How does attachment searching work?](#)
- [How can I make the application display the author information when viewing a question in the public area?](#)
- [How can I make the application not show the number of questions in a category next to the category name?](#)
- [How can I change the number of categories shown per line in the application?](#)
- [How can I modify the WYSIWYG toolbar items in the application?](#)
- [How can I hide the email addresses from people who post comments?](#)
- [Getting Started Guide](#)
- [Importing Articles: A Quick Tutorial](#)

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. The page is titled 'Edit Article' and contains several sections for editing an article. Callouts point to various features:

- Advanced options:** Points to the 'Advanced Options' tab and the 'Save & Keep Editing' button.
- WYSIWYG Editor:** Points to the rich text editor area where the article content is displayed.
- Add meta keywords and descriptions:** Points to the 'Meta Keywords' and 'Meta Description' input fields.
- Custom Fields:** Points to the 'Custom Fields' section, which includes checkboxes for 'Product' (Email Newsletter, Knowledge Manager, Shopping Cart, Website Publisher) and 'Operating System' (Linux, Mac, Windows, IIS, Yes).
- Attachments:** Points to the 'Attachments' section, which includes a 'Browse' button and a 'More Attachments' link.
- Article Details:** Points to the 'Article Details' section, which includes fields for 'Title', 'Categories', 'Status', and 'Visible', along with a 'Featured' section.
- Access additional tools and settings:** Points to the top navigation bar, which includes links for 'Home', 'My Account', 'Tools', 'Settings', 'View Your Knowledgebase', 'Logout', and 'Help'.
- Add knowledge items into multiple categories:** Points to the 'Categories' dropdown menu in the 'Article Details' section.

Screenshots (Continued)

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

The screenshot shows the 'Manage Settings' page in a web browser. The 'LDAP Settings' tab is active, displaying three sections: 'LDAP Integration Settings', 'LDAP Synchronization Settings', and 'Group Mapping Settings'. Blue arrows point from external text labels to specific settings in the interface.

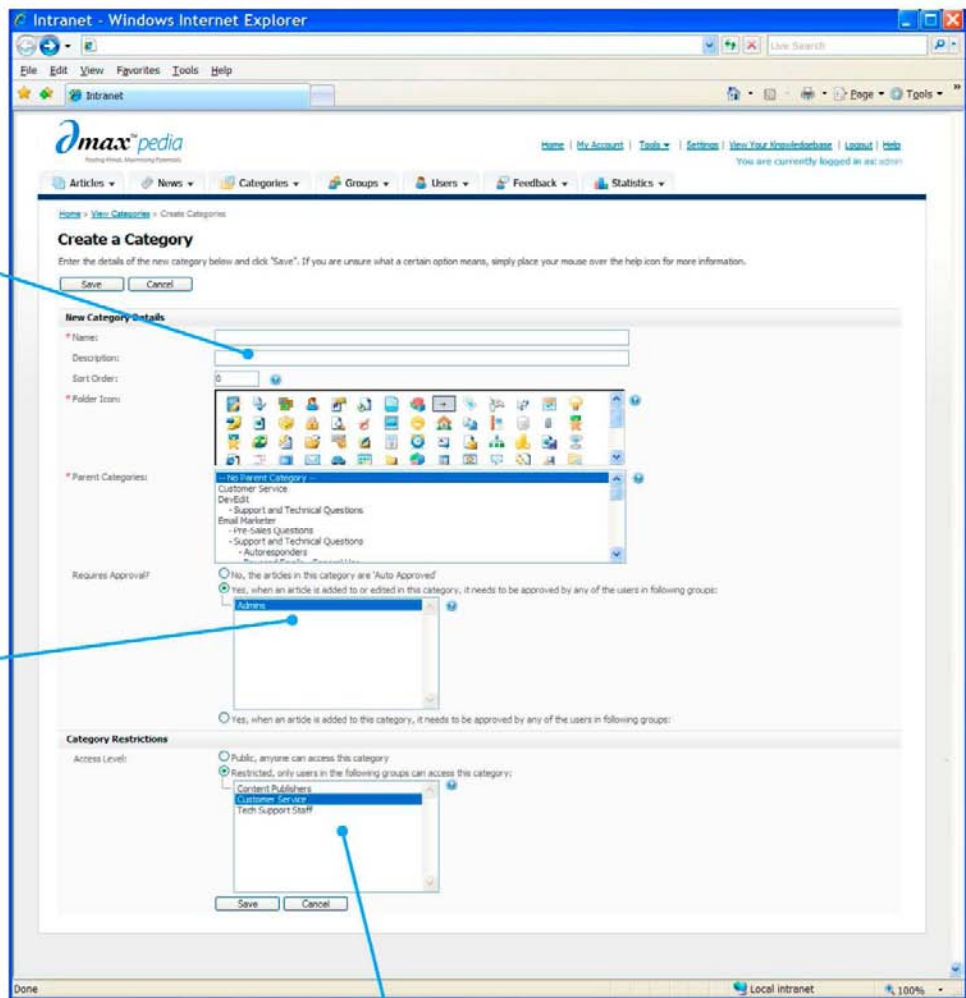
- Choose your LDAP server and settings:** Points to the 'LDAP Platforms' dropdown menu, which is currently set to 'Microsoft Active Directory'.
- Specify LDAP synchronization settings:** Points to the 'Map First Name to:', 'Map Last Name to:', and 'Map Email to:' input fields.
- Map LDAP groups to your knowledge base groups:** Points to the 'LDAP Group Member Attribute:' dropdown menu.
- Access additional point and click configuration settings:** Points to the 'Miscellaneous Settings' tab at the top of the settings area.

Screenshots (Continued)

Create categories in minutes and apply work flow and user restrictions

Specify category details including an icon that will appear in your knowledge base

Specify work flow steps so articles must be approved when created, edited or both



Restrict categories to different user groups

Screenshots (Continued)

Finding the knowledge you need is easy using Dmax-pedia 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 Windows Internet Explorer browser window displaying the 'Intranet - Knowledgebase Home' page. The page features a search bar, a category selection dropdown, and a main article titled 'Why should I choose Interspire Knowledge Manager over one of your competitors?'. The article content includes a bulleted list of features and benefits. To the right of the article is a sidebar with 'Article Details', 'Would you like to...' options (Print, Email, Comment, Subscribe, Add to Favorites, Remove Highlighting, Edit this Article, Quick Edit, Export to PDF), 'User Opinions' (83% helpful, 16% not helpful, 112 votes), and a 'How would you rate this answer?' section with a 'Rate 1-1' button. Below the article are sections for 'Related Articles', 'Attachments', 'Visitor Comments', and a 'Post Comment' form with fields for Name, Email, Comment, and a CAPTCHA.

Search suggestion offers alternative search phrases and keywords

WYSIWYG content includes HTML formatting such as Bold, Italic as well as links, images and more.

View related articles in your knowledge base

View and download file attachments

Gather feedback from end users to improve your knowledge base

Access additional options to print, email, subscribe to and add articles to your favorites list

End User rating system to improve knowledge over time

Feature Comparison

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

	Professional	Enterprise
User Accounts		
Maximum User Accounts	20	Unlimited
Multiple User Accounts	✓	✓
User Can Modify Own Contact Details	✓	✓
Active / Inactive Users	✓	✓
Granular Level User Permissions	✓	✓
Database		
Microsoft SQL Server Database Support	-	✓
MySQL Database Support	✓	✓
WorkFlow		
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	-	✓
LDAP Integration and Authentication		
Microsoft Active Directory	-	✓
Novell eDirectory	-	✓
Posix Account RFC2307	-	✓
Posix Account RFC2307BIS	-	✓
Samba Account	-	✓
Other	-	✓
Sync Account Details	-	✓
Map LDAP Groups	-	✓
User Groups		
Inheritable Permissions via User Groups	✓	✓
Assign Users to User Groups	✓	✓
Number of User Groups	Unlimited	Unlimited
Limit Content Viewing / Creating / Editing to User Groups	✓	✓
General Features		
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)

	Professional	Enterprise
Knowledge Viewing		
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)		
Search		
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	✓	✓
Backup		
Backup Knowledge Base Data to Remote File Server	✓	✓
Backup Knowledge Base Data to Local File System	✓	✓
Schedule Automatic Backup	✓	✓
Backup System Settings	✓	✓
RSS Syndication		
RSS Per Category	✓	✓
RSS for News Items	✓	✓
RSS for Recently Added Knowledge Items	✓	✓
RSS for Most Popular Items	✓	✓
RSS for Featured Articles	✓	✓
User Feedback		
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
View Article Modifications	✓	✓
Roll Back to Previous Article Version	✓	✓
View Ratings Per Article Version	✓	✓
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	✓	✓

Get Started **Today!**



About Dmax

“With projects for renowned clients including Microsoft, the Commonwealth Telecommunications Organization, the European Union and the Maltese Government, Dmax™ is today a name to be reckoned with in IT + Web Development... ”

Dmax™ provides cutting-edge web based developments and IT services which are both innovative and trend-setters. In 2006, Uwe Schoenfeld joined the firm and strengthened the company's IT services department, turning it into a main segment of its business turnover.

Dmax™ is nowadays a leading player in its field in Malta serving major public and private companies. Working towards the international market, the company holds offices in Lancashire, UK and has ongoing projects in Belgium and Germany with full time professionals operating regularly in the countries' concerned. Dmax excels in tailoring advanced web solutions for companies operating within multinational, multi-market and multi-lingual scenarios.

Read more at: www.dmaxstudios.co.uk



We Listen, then give Solutions...

Developing software requires an experienced team that understands how your business works. With a combined team of multinational experts, Dmax & Associates provides complete service with a multi-expertise approach that yields results, cost-effectively

Technologies Used in this project:

1. Windows Server 2003
2. IIS6
3. ASP.NET 2.0 (or 3.5)
4. ASP.NET AJAX
5. MS SQL Server 2005
6. PHP

“Our expertise, flexibility and reputation are your long-run guarantees for success”

