



## ContentKeeper's online Knowledge base

### Features in Detail

#### Provide instant support and Reduce Your Support time

**ContentKeeper's** Knowledge base empowers ContentKeeper Subscribers and reduces support time by giving users access to questions and instant answers via our website, at anytime of the day or night. Please go to [www.ContentKeeper.com](http://www.ContentKeeper.com)

#### Completely web based

Provides fast and efficient access from any browser anywhere at any time with no additional software to download or install on your Desktop PCs.

#### Active response system

Reduce your support time by receiving instant answers when questions are submitted via the integrated contact form. **ContentKeeper's** Knowledge base will try and find an answer to questions while giving the user the option to continue submitting their question (via email or phone).

#### Easy to use

The Knowledge base interface has been developed with the end user in mind, it is simple to use and effectively answers those FAQs

#### Knowledge base categories

Allows users to find exactly what they are looking for by 'drilling' down into subject based categories.

#### Powerful searching

Users can easily find the right answers using the simple query facility provided.

#### Email/Print/Download Articles

Our file attachment feature provides easy access to additional information. "Email articles" allow knowledge base users to easily email themselves or their colleagues a link to a relevant knowledge base entry. Users can comment on questions and answers.

#### Need Additional Support?

Automated answers are only one aspect of our support services. If you need more please call one of our offices or email [support@contentkeeper.com](mailto:support@contentkeeper.com)

