



HelpConnection.NET Web Based Knowledge Base Software

An exceptional knowledge base *will* save your company time and money.

But for knowledge base articles to be useful, your customers need to *find* them, easily. Even the most wonderful collection of attractive and informative knowledge base articles won't reduce your customer service contacts, without an intelligent search function and superb organization.



Screenshot 1 - KB Front Page

With the HelpConnection.NET customer service solution your important knowledge base articles are highly visible and easy to find. Our unique [Smart Search](#) feature takes our [knowledge base](#) up a notch from great to *extraordinary*. Your readers will often help themselves without ever contacting your support group and your company will save time and money.

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Why Choose HelpConnection.NET?

HelpConnection.NET is an elegant customer service software system. This includes, what we have been told is, the [best web based knowledge base software](#) available. It also includes help desk capabilities (full ticketing system), client data retention, executive reporting, and a valuable communications system.

The reason HC is the [best KB software](#) is that it *really* does have an incredible search engine, it *really* is very organized and visually attractive, it *really* is [flexible](#), and it really is easy to use. Please read on for details.

Customizable Smart Search

Most knowledge base software has a search function of some kind. But often the results don't have much relevance to the actual topic. This is partly because many users don't limit the search to only *important* keywords. Many other web knowledge base systems *do* have common word exclusions, but these are usually limited to only a few common keywords that won't include the common words unique to *your* business.

Because of our new smart search technology, HelpConnection.NET Knowledge Based Software is different.

All searches whether private, public, or enforced before an issue submission, are compared against our common word list table so that only the most relevant will be displayed. The list will be shorter and more meaningful.

Visitors can also use the advanced search to filter for the phrase location and knowledge base category. Still too many results? Your customers can search within their *original* search results.

Customizable too! Yes. Best of all, the Smart Search is customizable. You are provided with a couple hundred [default search exclusion words](#). You can remove words from the list or add as many new ones as you like. This is most useful if you have common industry words, or if you are offering your knowledge base in a language other than English.

Extreme Organization

We believe that you can't possibly *know* how many knowledge base categories your company will need in the long-term, so there shouldn't be any limit to the number of categories in any of the three tiers.

With our web based knowledge base. Not only are there [three levels of categorization](#), but each knowledge base article can be contained within multiple categories. Having a knowledge base article appear under *all* appropriate categories improves the chance of your customers finding the information. By selecting multiple categories rather than writing duplicate articles, your agents save time and you get better statistics.

When a customer is browsing through the organized categories, there are convenient links back to previous category levels. (Keep it fast and easy, so they'll stay and read.) For example, in [our own knowledge base](#), you can see the following categories.

- USING HC.NET (Main level category)
 - ADMIN SIDE (sub-category for Using HC.NET)
 - ISSUES (3rd level, sub-category for 'Admin Side'.)
- You can also subscribe to the [RSS feed](#) by clicking on the red RSS icon.

Pre-Ticket Suggestions

Hopefully, your customer or visitor has found an answer in the knowledge base, but if not then a question can be asked via an online form. Once the issue title has been entered into the submission form, the knowledge base software will search the public articles for matches on uncommon words. ([See the HelpConnection Smart Search section above.](#))

If you have a current event that may cause a flood of tickets, you can also create a category event [alert](#).

Important Knowledge Base Articles

Certain knowledge base articles can be highlighted as important with a checkmark in the admin area. When marked as important, these articles will be featured when browsing the category. The [Important Issues](#) for this category will be listed at the bottom of the page, and will show a yellow icon as well.

In [our web based knowledge base software](#), the most recent public knowledge base articles are shown in a ticker (scrolling KB article titles) from the home page. It's tastefully done, but really gets your attention. :)

If you have an even *more* important event of a temporary nature, you can also create a category [event alert](#).

Related Issues

Articles can be related, even if they aren't found in the same knowledge base categories. You can inter-link between KB articles by marking them as *related*. Now, a link to the related article will appear at the bottom of the article view. This provides the added bonus of building internal links, which improves your search engine ranking.

Event Alerts

This is the ideal place to report current outages, scheduled maintenance, or even just important information. This feature is particularly handy for web hosting companies, utilities and internet service providers (ISPs). Basically, if it's something that may be very important for a customer to know when they are about to submit a ticket, this is the place. Alerts will appear under the appropriate category heading when browsing the knowledge base. During ticket submission, alerts will also appear dynamically once category has been selected.

News

HelpConnection Customer Service solution also includes a news function. News can be added by agents with the appropriate security level, via the admin area, tools tab. Your news will appear at the bottom of the screen when browsing the knowledge base. There is an RSS feed for your news as well.

This area is typically used for general, company-wide news. (Announcements, press releases, awards, etc.)

RSS Feeds

RSS feeds allow agents, internal clients, and even your company's most loyal customers to receive your knowledge base article titles with links to the articles. They can use the feeds from their own PC desktops, mobiles or web sites. This increases awareness of important information, but also will increase your site traffic (increase your page ranking too). Separate feeds are provided for each knowledge base category, so your customers won't be bombed with information that isn't relevant. It's a great way to broadcast your information and build PR.

There is also a separate RSS feed for your news articles.

Flexibility

The HelpConnection solution was designed *after* our company (Expinion.net) had spent several years developing, selling, using, and supporting [an older and very popular help desk & knowledgebase system](#). We had already learned a lot in that time thanks to our many customers and our own support experiences. As developers, the most important lesson is that no two companies have the same support needs. The most useful software needs to be *not only* flexible enough to be useful to all types of companies, but to handle a single company's changing needs too! As a result, HC.NET's web based knowledge base is designed with flexibility in mind.

- Headers: Our customers can easily integrate their own site header and footer across the entire public side of the knowledge base, using our common header and footer fields.
- Security Levels: You can customize what features agents are allowed to use or even view. Or you can limit them to viewing only issues that area assigned to them personally.
- Personal Agent Profile Settings: Agents can define their *own* preferences for how many items per page should be shown in the admin area. They can define their own Twitter account, their own signature, their own admin style color preferences, which items should be shown in the issues and clients grid...
- Other online settings: Wow... where to start! There are optional settings system wide in the application settings area. Customize email templates. Unlimited clients, issues, agents, drafts (issue templates or canned answers), memos (pre-drafted newsletter templates)...
- Web.Config settings: Some of the system wide settings are not in the admin area, because they will not typically change after initial installation. But they exist anyway! [Read the web.config guide here.](#)
- Source code: It's available for purchase! Not usually needed since there are so many options available, but there seems to be comfort in knowing you *can* get it if you want. Typically, this is only required by very large companies due to policies, or to companies with plans to add custom code to further enhance the existing HC capabilities. (Kudos! Finding enhancements that are not already planned is quite a challenge!) :)
- Text: Visible text is almost entirely included in a language file. So you can change almost any phrases you don't like from only one file. This is also useful for translating the HC solution to languages that we do not yet support. Current language files available are English, Czech, German and Spanish.
- Styles: A javascript stylesheet is also available, and can be used to customize the *look* of the KB pages.

Great Content

The HelpConnection.net text editor is full featured, and convenient for use with most browsers including MS Internet Explorer, Firefox and Safari.

Using HelpConnection.net, you can publish truly impressive content. The text editor is easy to work with and uses most of the same common shortcuts as Explorer, etc. (So, you'll feel right at home.) Not only can you use styles, various fonts and colors and other typical functions, but you can embed videos, charts and more... right into your knowledge base article content. (Keep your customers engaged! And then keep them reading with the [related issues links](#).) [See our own knowledge base implementation for examples](#) or view some of our [clients' web knowledge base implementations](#).

When Self-Service Isn't Enough

Sometimes, clients won't find their answer. Maybe the need is too unique or the answer just isn't there yet. In some cases customers can't or won't read your self-help articles... and will simply email you with their question. In any case, HelpConnection can help.

Clients can also *ask questions* via this software. If they go through the online form, they will be presented with articles that may be of help. Client queries can also be submitted by email to generate an automatic ticket or even by [Twitter tweets](#). With so many contact options available, your call volume should decrease dramatically. But for those that still call, agents can enter the ticket via the online form during the call. It's easy with our issue add screens, and client overview popups. Your support data will all be recorded in your own HC database.

Internal Knowledge Base

A web based knowledge base is undoubtedly useful for your internal and external clients. But it's also a great tool for your customer service technicians too! Perhaps even more so, since your customer service personnel have access to not only the publicly visible issues but the private ones too. Your internal knowledge base will be a lot bigger than your public knowledgebase...so you'll *need* that Smart Search function in no time.

Summary

The HelpConnection.net customer service solution has extensive customer side features, including what we (and our customers) think is the [best web base knowledge base](#) available today.

When customers can easily find topical knowledge base issues, and be engaged reading KB articles that are organized and attractive, your support team will save time and money.

Hint: Use the time to create even *more* knowledge base articles... so there will be even *more* time for excellence in quality customer service for the clients who really need it!

Read more about some of the *other* [benefits of the HelpConnection.net Web Based Help Desk solution](#).

Try the [Online Demo](#) or to download a [30 day Free Trial](#).