

REMEDY KNOWLEDGE MANAGEMENT SOLUTION CREATOR

Overview

The RKM Solution Creator reads legacy data from your existing knowledgebase database and converts that knowledge into RKM solutions. The RKM solutions created are searchable, usable and can easily be updated and evolve via the RKM workflow.

Key Features

- Create solutions as one or more Document Types – How To, Reference etc
- Preserve the workflow state of your existing solutions – Draft, Published, etc
- Transfer solution attachments into your RKM system

Benefits

- Leverage your existing knowledge and avoid re-entry into RKM
- Evolve your legacy knowledge via the KCS approved workflow process
- Enables you to validate the usage of your legacy data