

iCommNet® KC Support™ Enterprise

Simply describe problems in plain English. KC Support reduces problem resolution time by searching and returning the best matching resolutions found in the knowledge base.



How KC Search Works

Type or copy any of the following in plain English into the search request box:

- Words
- Phrases
- Sentences
- Paragraphs
- Entire Documents (e.g., service requests, symptoms, resolutions, and examples)

Then, click search to obtain the most relevant and precise results.

It's that simple!

Key Benefits of KC Support

KC Support rapidly reduces problem resolution time. KC Support is an ideal solution for professionals who need to find solutions quickly; for example, professionals in:

- Customer Support
- Technical Support
- Call Center
- Customer Service
- Trouble-shooting
- Q/A
- FAQ

What Makes Us Exceptional

Conventional search products rely on keywords yielding large volumes of indiscriminate results. This creates a multitude of unfiltered search results generating hours of unnecessary payroll.

Our knowledge- and linguistics-based KC Search renders typical search products obsolete. Using proprietary Natural Language Processing and Knowledge Modeling technologies, KC Search selects your most relevant documents according to your specifications. KC Search classifies these documents based on knowledge-and context-based relevance, highlighting pertinent information within each document.

With KC Search, you can easily search electronic documents—such as contracts, legal briefs, case reports, and RSS articles—with efficiency and precision.

Call (512) 341-7313, or visit us at www.icommnet.com now!

