



## iCommNet® KC Search™ and Keyword Search Feature Comparison

iCommNet® technologies and solutions save you time and increase productivity. Unlike conventional keyword search techniques that return hit-or-miss search results and shift validation responsibility to you, iCommNet® KC Search™ implements search-once technology that calculates and delivers the most relevant search results from available searchable documents, thus reducing the search life cycle and making you and your customers more productive.

The table below compares search features of conventional keyword searches and iCommNet KC Search, the intelligent precision search:

| Feature                        | Keyword Search                                    | iCommNet KC Search   |
|--------------------------------|---|--|
| Support of `` Language         | No  | Full support of Natural Language Processing (NLP) with a rich set of linguistic rules and execution actions            |
| Search Request                 | Limited to a few keywords                         | Unlimited and full NLP supporting natural and plain English sentences  |
| Expression                     | Limited to Boolean expression                     | Unlimited and intuitive expression natural as person-to-person conversation  |
| Search Comparison              | Limited to textual comparison                     | Intelligent knowledge- and meaning-based comparison supporting domain-agnostic and domain-specific linguistic elements |
| Search Content Calculation     | Limited to contents containing keywords           | Knowledge- and domain-aware search contents calculation using parametric knowledge                                     |
| Search Content Delivery        | Unordered   | Ordered based on precision search relevancy per customizable delivery specifications                                   |
| Search on Document Content     | No  | Inter- and intra-document search highlighting relevant sentences or phrases  |
| Incremental Search             | No  | Incremental search fully integrated with inter- and intra-document search  |
| Domain Knowledge               | Limited to domain keywords                        | Unlimited; implementation of domain knowledge cells and business rules   |
| Instant Learning               | No  | Instant learning on-site in real time and dynamic learning in real time to adapt to dynamic business changes           |
| Accuracy                       | Limited to hit-or-miss, forcing repeated searches | Precision search and search-once technology that calculates and delivers precise search results                        |
| Efficiency                     | Burden is on you to validate the search results   | KC Search ensures calculation and delivery of the most relevant search results per your specification                  |
| Instant Search Web Application | No  | Instant availability of Web-based search application behind the firewall or over the Internet                          |

Contact us for more information.