



**Knowledge Capture®** facilitates the fast and accurate capture, indexing, and loading of business information into your Enterprise Content Management (ECM) archive solution of choice.

Knowledge Capture® simplifies data capture, while improving index verification and index data quality checks, and release of the documents and indexes into your ECM.

Knowledge Capture® enables the consolidation of any digitized business data, including but not limited to PC desktop files, Outlook and Lotus Notes emails, Images, and even Telephone Call Recordings.

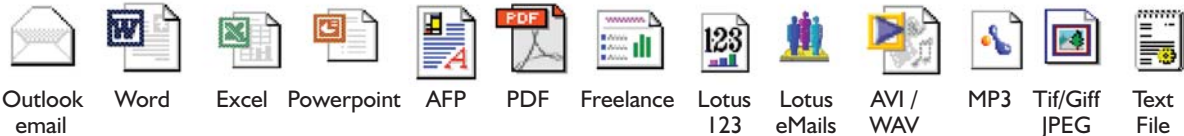


## Knowledge Capture® ‘Desktop Loader and Drag ‘N’ Drop’



**Knowledge Capture® Desktop** also provides a **Toolbar Macro** which integrates seamlessly with Word, Excel, Outlook, and Lotus Notes, which enables the easy capture, index, and archival of emails, electronic documents, spreadsheets and presentations directly from the user business applications. (any digitized file).

**Knowledge Capture® Desktop** provides an easy to use **Drag ‘N’ Drop** launch pad to capture and index any digitized file(s) directly from a users PC desktop with archival into any ECM repository.



## Knowledge Capture® ‘Bulk Loader’

**Knowledge Capture® Bulk Loader** enables the automated bulk loading of large volumes of business documents, consolidating your business data easily and quickly from any data source such as PC file systems, CD, tapes, and other data sources into your ECM solution of choice. Through the advanced features of Bulk Loader data integrity, verification, and validation checks can be performed as well as database lookups for the inclusion of additional index data fields. Other features include automatic foldering of documents and PDF conversion of documents.



## Knowledge Capture® ‘Image Capture’

**Knowledge Capture® Image Capture** enables the capture, index, data verification, validation, and release of Image files into any ECM solution of choice.

Additionally, Knowledge Capture® Image provides a Kofax release module to your ECM solution of choice, greatly increasing the Kofax release features and functions such as foldering, application group management, index validation, and other ingestion functions.



## Knowledge Capture® 'Voice Archive' (Telephone Call Recording)

**Knowledge Capture® Voice Archive** (KC Voice) captures, indexes, and releases individual, departmental, or enterprise wide telephone call recordings into the ECM solution of your choice, for rapid search and retrieval.

KC Voice provides three levels of call recording, from desktop recording of individual agents or teams through to enterprise wide call recording for both inbound and outbound conversations. The ability to capture a telephone conversation is only half the story, the real strength of KC Voice is its ability to ensure that the recording can be found and easily retrieved.

KC Voice achieves this by offering the capability to index telephone call recordings by meaningful business data such as client name, account number, policy number, call reason, call outcome and agent name in addition to the traditional telephony information such as callersphone number plus also the date and time of the call. The real strength of the KC Voice solution is that the agent taking the call will be providing this rich business index data without even realizing it.



KC Voice enables calls to be indexed using a unique data capture mechanism which means that business information is automatically extracted from applications on a users workstation without them even being aware that this is taking place. Data extraction can be performed from a Windows application, web based application as well as a green screen terminal emulator.



Having call recordings indexed by meaningful business data and archived into an ECM solution means that calls can now be rapidly located through intuitive search criteria's such as 'all calls in January for client Jones'. The staff efficiency and productivity benefits of having this simple capability are dramatic, while also ensuring improved audit and data compliance.

## Knowledge Capture® 'Database Synchronization'

**Knowledge Capture® Database Synchronization** enables the synchronization of index data contained in an IBM Content Manager or OnDemand repository and a central business database (ODBC compatible).

It is all too common that client information is captured and archived into an ECM solution with index data that is meaningful at the time of archival however months or years later that information can be inaccurate and potential obsolete due to a lack of house keeping on the ECM solution. For example a client changing marital status can have an effect on both the person's title and also their surname.

Knowledge Capture® Database Synchronization addresses this by monitoring updates in your business legacy systems and then comparing these updates with the associated records in the Content Manager or OnDemand repositories. Upon a change being identified Knowledge Capture® Database Synchronization issues an index data update request for the associated client record thus ensuring that the two systems are always synchronized.

## Knowledge Capture® 'Solution Migration and Consolidation'

### **Automatic Upgrade of Content Manager V7.1 to V8.3.**

**Knowledge Capture® Data Extractor** enables the migration between versions of IBM Content Manager running on different operating systems and hardware platforms thus reducing the time and risk of migration, enhancing and cleansing data during migration and also decreasing the potential for failure.

**Knowledge Capture® Extractor for IBM Content Manager** automates the extraction of data from Content Manager at the object and meta (index) data level, including the ability to extract associated annotations. Driven through a GUI interface Knowledge Capture Extractor enables the extraction (copying and/or moving) of Index Class/Item Type level information to a designated file system location. (excellent for system migrations).



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