Knowledge Spaces™

v9.1 Feature Review

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Welcome

• Thank you for joining today!

• Submit questions via the WebEx Chat panel

• Session will be recorded and sent to attendees with presentation
Who is Moxie Software?

Moxie Software is the only **customer centric** enterprise social software that connects customers and employees.
It’s Simple and It’s About The Customer
March Announcement: Spaces by Moxie™ Q1 ‘12

**Expert Connect™: Connect the front-line to internal ops**
- Activity Stream App
- Real-time Insight
- Virtual War Room
- Click-to-Publish

**Spaces Connect™**
- Integration framework
- Pre-built connectors
- Rapid deployment
Email Approval Workflow – Quality Monitoring
  • Configurable Workflow routing to Approval Mailbox
  • Search and Reporting on Approval/Disapproval

Agent/Mailbox Notification – SLA Adherence
  • Optional entry of external email address for agents
  • Notification sent to agent when an inbound email is received

Agent Initiated Email Enhancements - Productivity
  • Assign to Mailbox and inherit properties
  • Reply Routing Rules
  • Save Draft

Personal Mailbox Manager - Quality Monitoring
  • Supervisor access to view/pull email in agent’s personal mailboxes
  • Force timeout of selected emails in personal mailbox
Conference Chat - **Collaboration**
- Request Conference additional agent(s) to join session
  - Direct to agent(s)
  - Via Service Line(s)

Warm Transfer Chat – **Customer Experience**
- Allow a temporary 3 way chat with 2 agents to enhance customer experience during transfers

Default Greetings – **Agent Productivity**
- Set per mailbox
- Rules override defaults

64-Bit O/S Support – **System Management**
- WoW64
- Migration tool for file system based configuration data
Knowledgebase Rebranded

Knowledgebase is now Knowledge Spaces™
Knowledge Spaces™ Fall 2012 Release

- Version 9.1
- This is a minor release
- New license key is required
- All new features are available to all customers

Generally Available (Support Portal)

- October 15th, 2012
- New installs and upgrades
Knowledge Spaces Fall ‘12 Overview

Search - User Experience

• Search results filter enhancements
• New results tab for recommended results
• Enhanced Numeric Search portal option
• Pinned Articles redesign
• SharePoint 2010 support

Content Management - Reliability, User Experience

• Improved editor user experience
• Improved content styling controls
• New seamless Autosave / Autorecover feature
• Save and Check-In
• Embedded Articles may be from any KB
Knowledge Spaces Fall ‘12 Overview

HTML Widgets - Customizability, Integration

- RESTful API
- Full separation of content, logic, and presentation
- Admin UI for configuring and package download
- Widgets include
  - Search + Search Results
  - Latest Articles
  - Hot Topics
  - Top FAQs
Knowledge Spaces Fall ‘12 Overview

▶ Security
  • Encrypted passwords; database, config files
  • Password Reset Feature
  • Normalized configuration settings

▶ Architecture - *System Management, Current Technology*
  • 64-bit OS Support
  • Autonomy CFS
  • PDF Conversion
  • Installation Improvements
  • Configuration Tools
Search
Search Results

Recommended Results Tab

- Dynamic, appears only when matching results are found
- Enhanced Numeric Search (PS4 only, Home tab only)
  - Enable, Disable
  - Enabled by default on all new PS4 Portals
  - Must be manually enabled for upgraded pre-v9.1 Portals
- Redesigned Pinned Articles

Design Elements

- New classes to style results of both Enhanced Numeric and Pinned Article results
Search Results - Recommended Tab

- Dynamic when matching Article IDs or Pinned Articles are found
Search Results Filters Configuration

Choose filters to display
- Content Type is mandatory
- All others, optional
- Planned for future
  - Display Order

Remote Source Names
- Configured source names are displayed
New Remote Source Capability

SharePoint

• SharePoint 2010 is supported
  - SharePoint 2007 is not supported at this time
• Two components must be installed
  - KB Admin Server
  - SharePoint Server
Embedded Articles

Parent and Child articles may reside in different Knowledge Bases

Done originally as customization for a Moxie customer
HTML Widgets & RESTful API
HTML Widget Benefits

▶ Easy to integrate into external sites
▶ Very light-weight, flexible, popular, and “modern”
▶ Uses common standards and tools:
  • HTML, JS, CSS
  • RESTful API architecture
  • jQuery
▶ Full separation of content, logic, and display reduces deployment drag on businesses, designers, and developers
PS4 Widget Types

PS4 now has two types of Widgets

- HTML Widgets for External Use

- Portal Widgets for use in PS4
Security
Password Encryption

In the database

In configuration files
Password Reset

➤ Supports all Internal and External Users
  • User accounts must have a valid email address

➤ Emails a time-bound hyperlink to users
  • Link is good for 24 hours
  • Users set new password

➤ Workarounds
  • Admins may continue to set new passwords for individual user accounts
Architecture
Updates

Autonomy

• Updated to latest version of IDOL Server
• Migrated to Autonomy Connector Framework Server
• 64-bit improves scalability

PDF conversion

• Updated technology from same vendor (BCL)
• Separate installation, download from Support Portal
Installer Enhancements

猇 Application installer

- Supports auto-configuration of application websites; Admin, Portal, API, etc.
- Performs license registration; final copy/paste operation no longer required

猇 Supports remote database installation/upgrade

猇 DIH installer

- Configures up to five additional portal servers
Configuration Enhancements

- Significant improvements, reduced redundancies
  - Shared settings
  - Encrypted settings

- New configuration utility
  - Shows app components
    - Whether installed
    - Whether configured
    - Configured ports
    - Whether running
  - Configure AD integration
  - Change KB data location
Demo
Software Requirements
Base Software Requirements

WoW64 Support

- Windows Server 2008 R2 SP1 required
  - 64-bit operating system
- .NET 3.5 and .NET 4.0
- IIS 7.5
- Fresh install of Application Servers required
  - No MSFT tools to migrate from 32- to 64-bit

SQL Server

- SQL Server 2008 and SQL Server 2008 R2 certified
Thank You

• Questions: WebEx Chat Panel

• Session recording and presentation will be sent via email

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