



Quantrax's new knowledge base for support and documentation

Quantrax's vision has always been the best support at the lowest costs. We have some of the lowest costs for support in the collection industry, based on the quality of our service. This is not easy to maintain. 20% of our clients give us 80% of our problems! They are the few who do not read our documentation or invest in training. This has an impact on our overall resources and our ability to meet our objectives. It affects every one of you too. It is not all your fault! We have our problems too. We must give you the ability to get answers quickly. A 70-page document does not help when you have a simple question. Of course you will pick up the phone and call us!



What have we done? Over the last 5 years, we have been recording support issues in a Q & A database. We have a very valuable source of information, but for many different reasons, we have not been able to sell it to our users. That is our fault. We are changing that. The simple problem was that the 1000+ documents we had written had not been indexed in a manner that gave you quick access to the information you needed. We have invested in changing that. The new objectives are :

- Find a way for users to access the knowledge base and find what they are looking for 30 seconds or less
- Use the same database to store support information as well as product documentation. This information could be text (articles), audio recordings or video recordings (presentations with screens). Today's technology also allows us to embed audio and video in traditional text-based documentation. We must take advantages of multimedia, as Quantrax positions itself as a knowledge-based technology company. And you need to keep up with us!

To provide quick and accurate answers to your questions regarding RME x or our other products, we have implemented a new method for accessing the information stored in our knowledge base.

We have categorized all the documents under 10 "Classifications" as described below. There will be 54 "Keywords" that will make the searching for information very easy. You can also search using other words to quickly get to the information you are looking for. We many not have documents for some classifications or search words - Information will be added as we encounter support situations or expand our documentation.

The classifications

These classifications are designed to categorize text and multimedia into areas that cater to different needs. An owner may want the big picture or perhaps a little more detail. You may want to know why an account is not in a queue, which is a question. Or you may want to learn how queues are built which is a “How to”. Some topics may require detailed instructions. This could be met with a 15 minute video. By offering different formats for product information, you can get to what you want quickly. Finding information quickly is as important as the information itself! *The classification does NOT have to be the first word you key in when you want to search for a topic.* We will talk about keywords and other search words later on. These along with the classification, can be entered *in any order*, but following the process we have describe may help you remember the rules and obtain the best results.

AudioA - Any audio which is usually less than 2 minutes. It will provide high level information about the topic.

AudioB - Audio recordings which fall between the range of two to five minutes.

AudioC - Audio recordings which are above five minutes. These will provide more details on a subject without the details that would make them training documents. These is a good source for management to learn specific features of the system.

Kbase - ‘Question and answer’ type documents (text). These would be accessed when you have a problem and want an answer.

Article - These items explain a process in more detail, with a view to training users. As an example ‘How to set up a client code’ It provides more information than the audio recordings, but not as much details as some of the other classifications.

Training - The purpose of these documents is to train you on how to set up and use the features of the system. This provides more detail than articles and these are text based documents.

Video - These are video presentations showing the screens with an audio narrative. They provide the most detailed training within the knowledge base.

WebExRecording - These are recordings of Web Ex's conducted by Quantrax.

ReleaseNotes - Release Notes for RMEEx and other products.

Qinfo - Information about Quantrax is typically not product related (e.g. directions to the office)

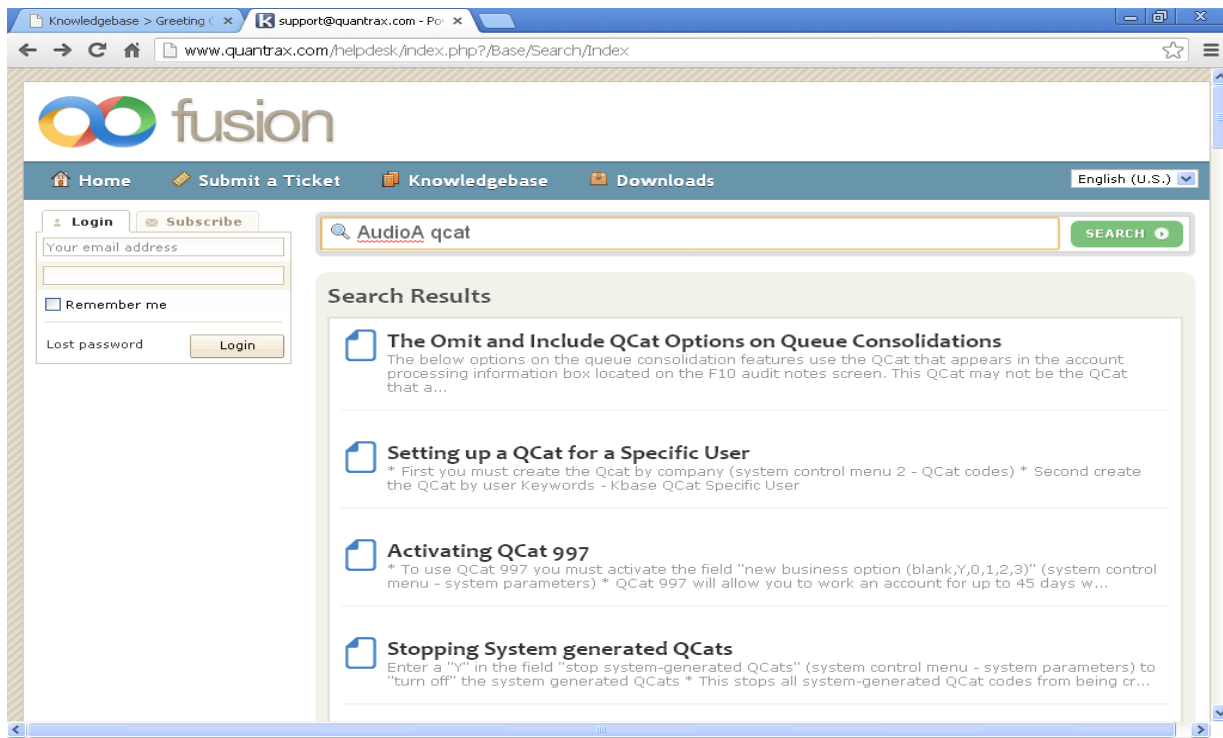
How to use the system

Some examples on how to search for different types of documents are shown below. We will discuss using the classifications as well as keywords. We will also talk about looking for any document based on search words that are not a part of the classifications or keywords. Note that the the keywords are listed at the end of this document.

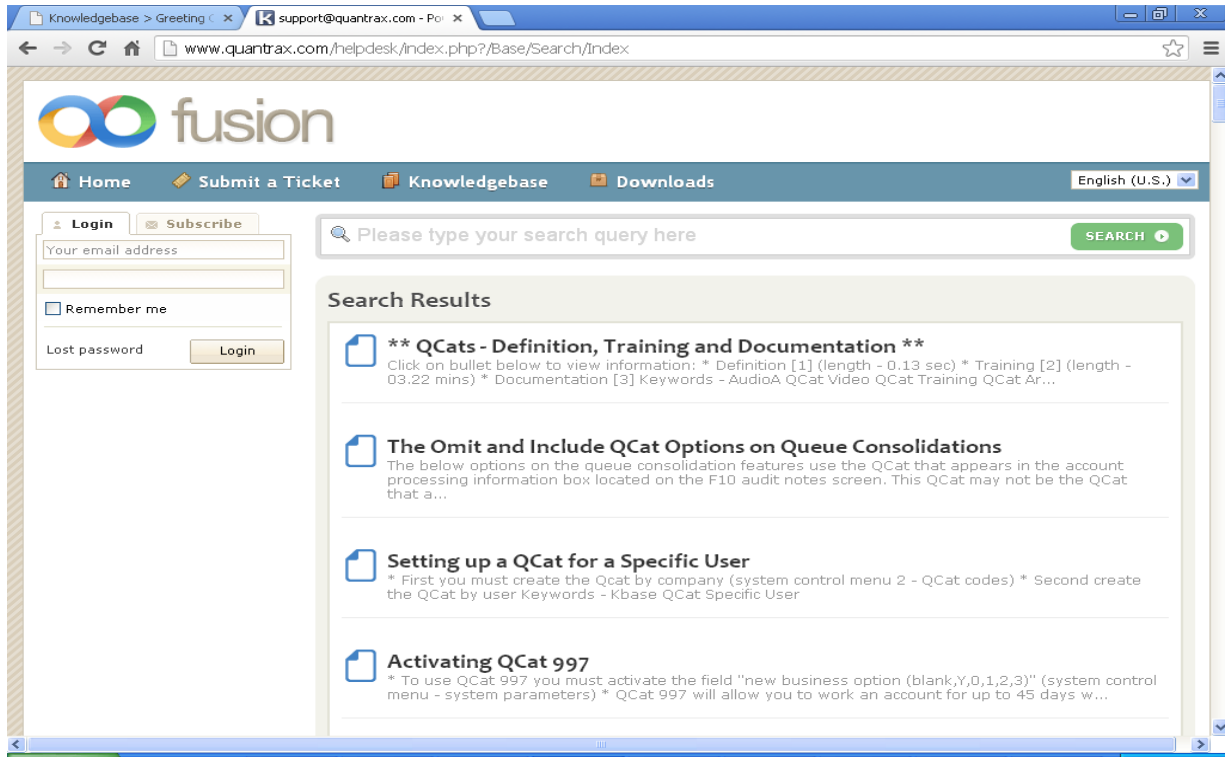
>> *An example for an 'AudioA' search*

If you are searching for a short audio to get an idea of QCat Codes, type in the following. The first word is the classification and the next word is the keyword. (See end of document for a list of keywords.) As stated earlier the order of the search items is *not* important. For best results, keywords must be keyed in exactly as listed. Even though we may have used capitals, you can use lower case for all inputs.

For example :AudioA qcat



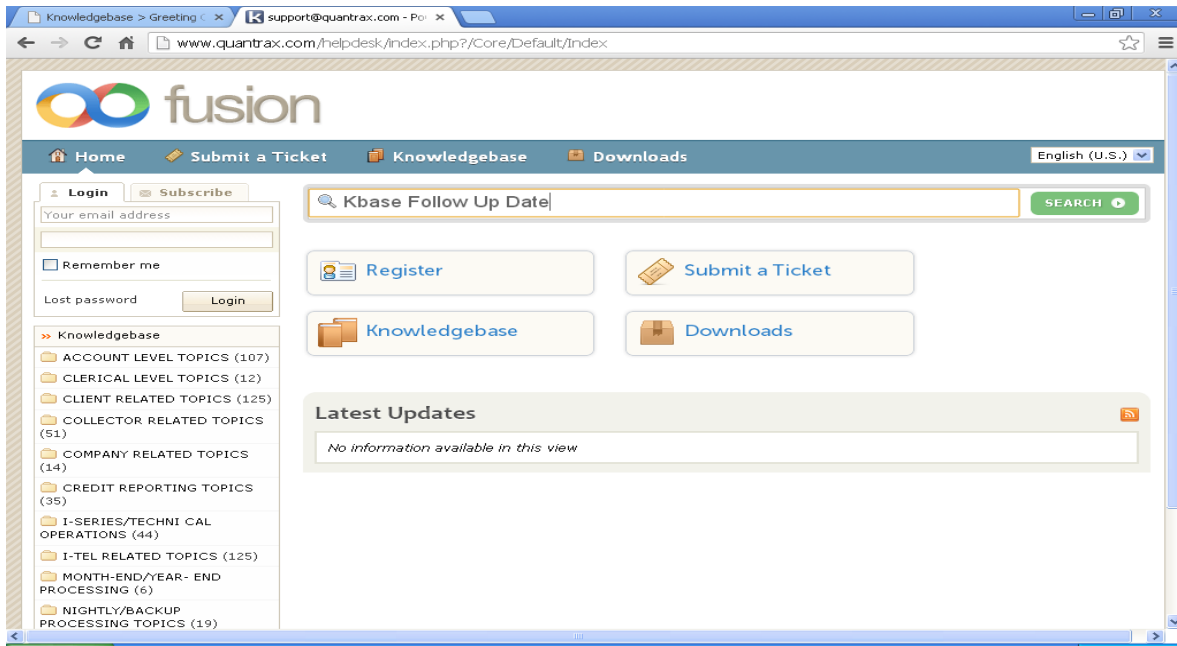
The result would be :



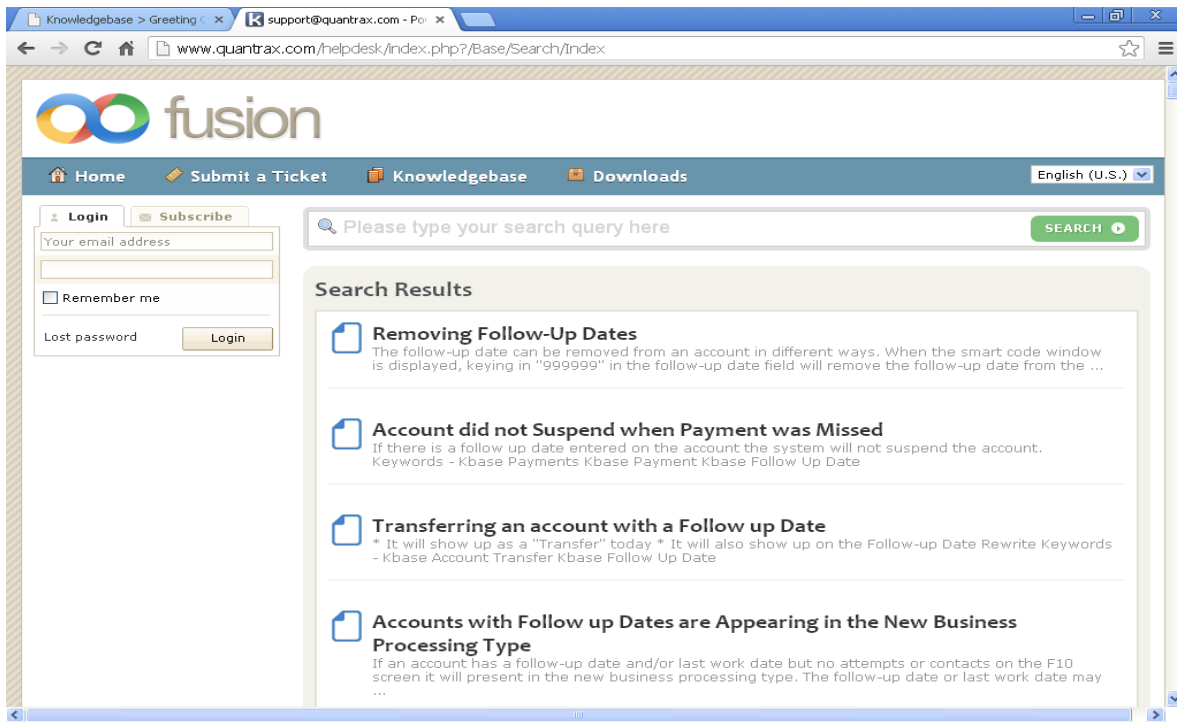
>> *An example on 'Kbase' search*

If you are searching for Q & A type of information about 'Follow up date' you can use the following search.

For example : Kbase Follow Up Date



It will display the following. The available item is at the top of the list.



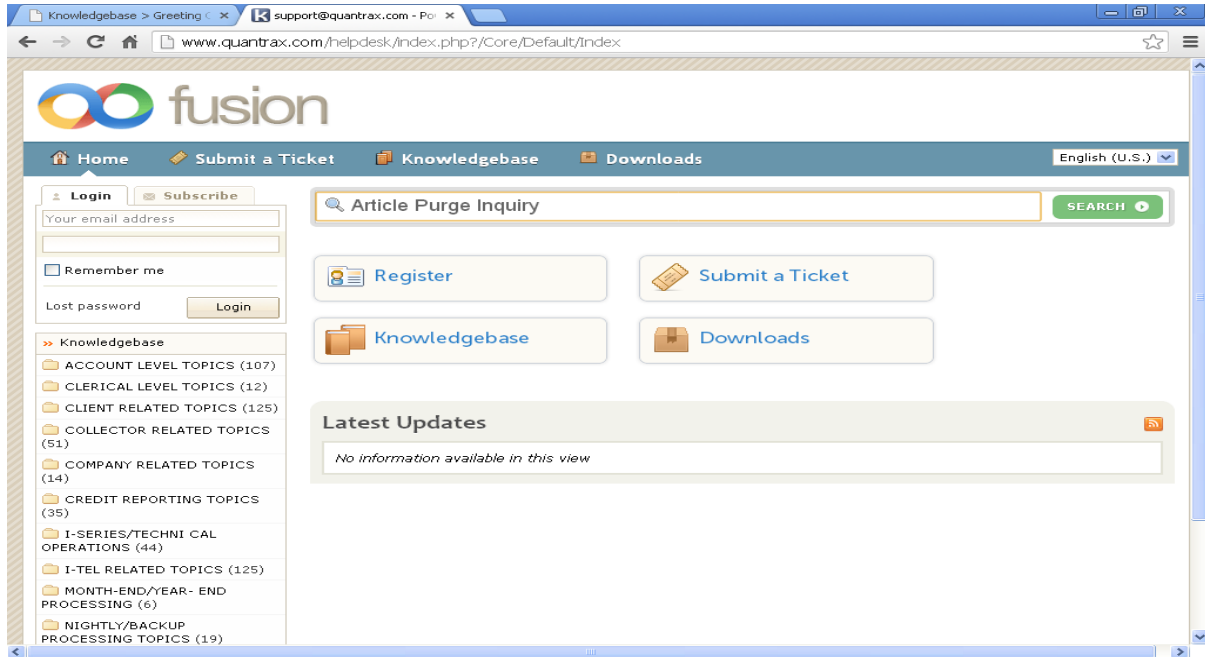
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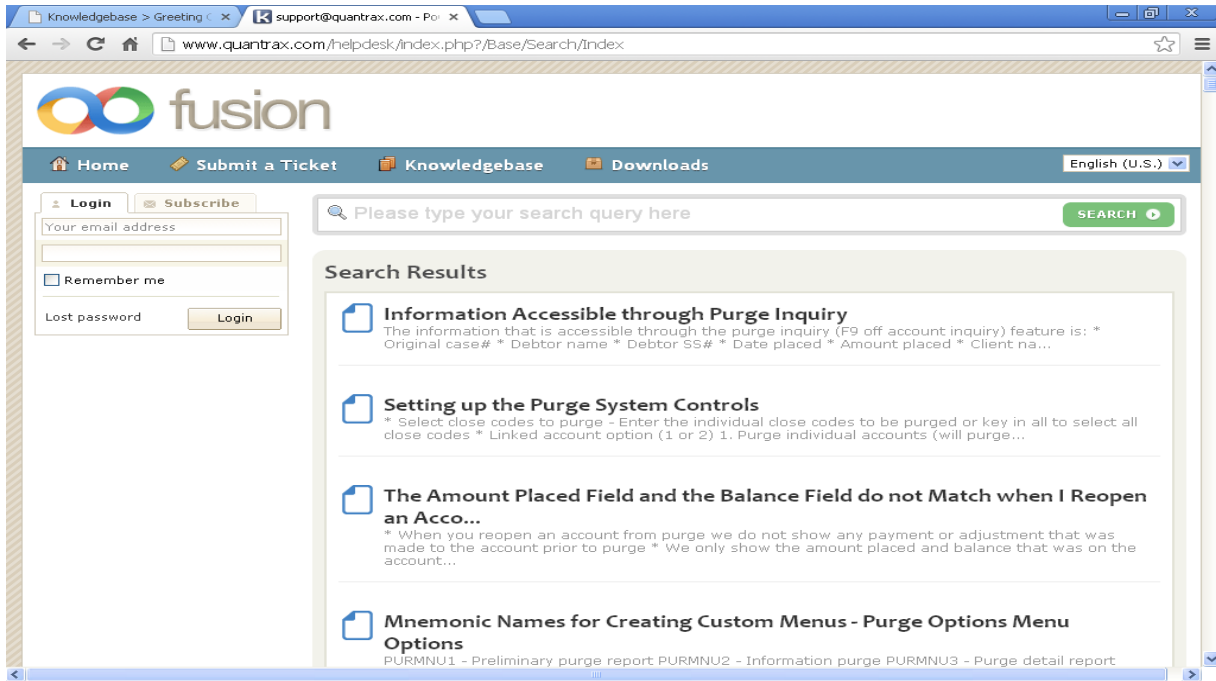
>> *An example on searching for an 'Article'*

You wish to browse detailed information about the 'Purge Inquiry'. There is no search word for purge inquiry but there is a key word "purge". You can try purge inquiry, after the classification of "Article".

For example : Article Purge Inquiry

The search and results follow.

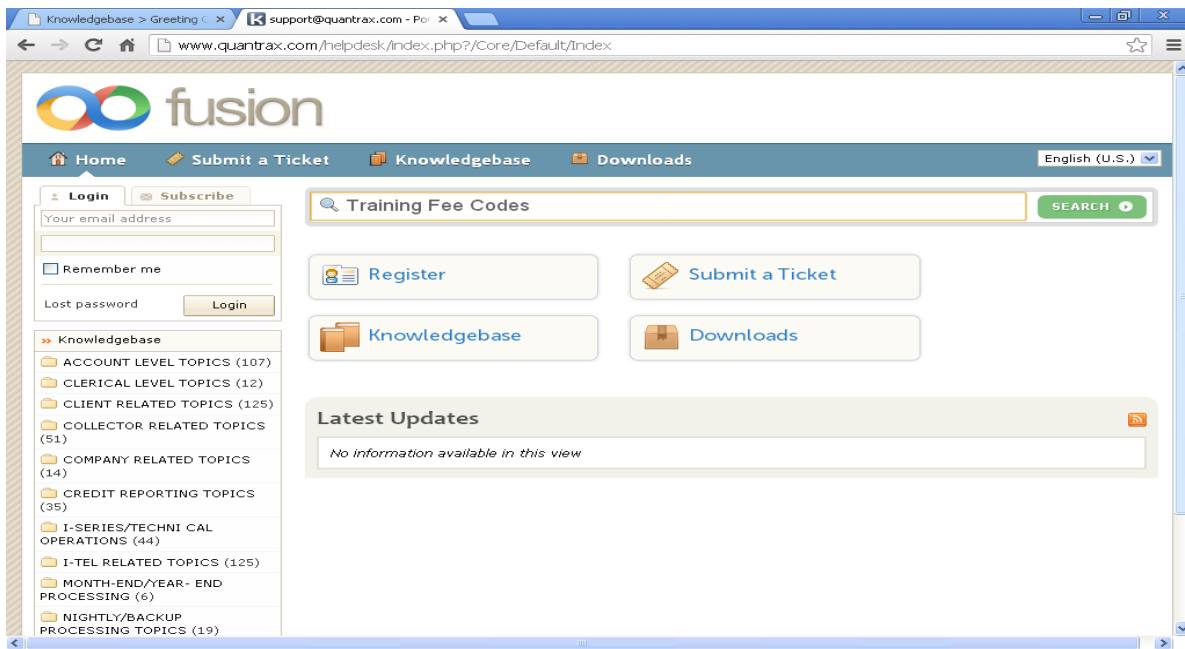




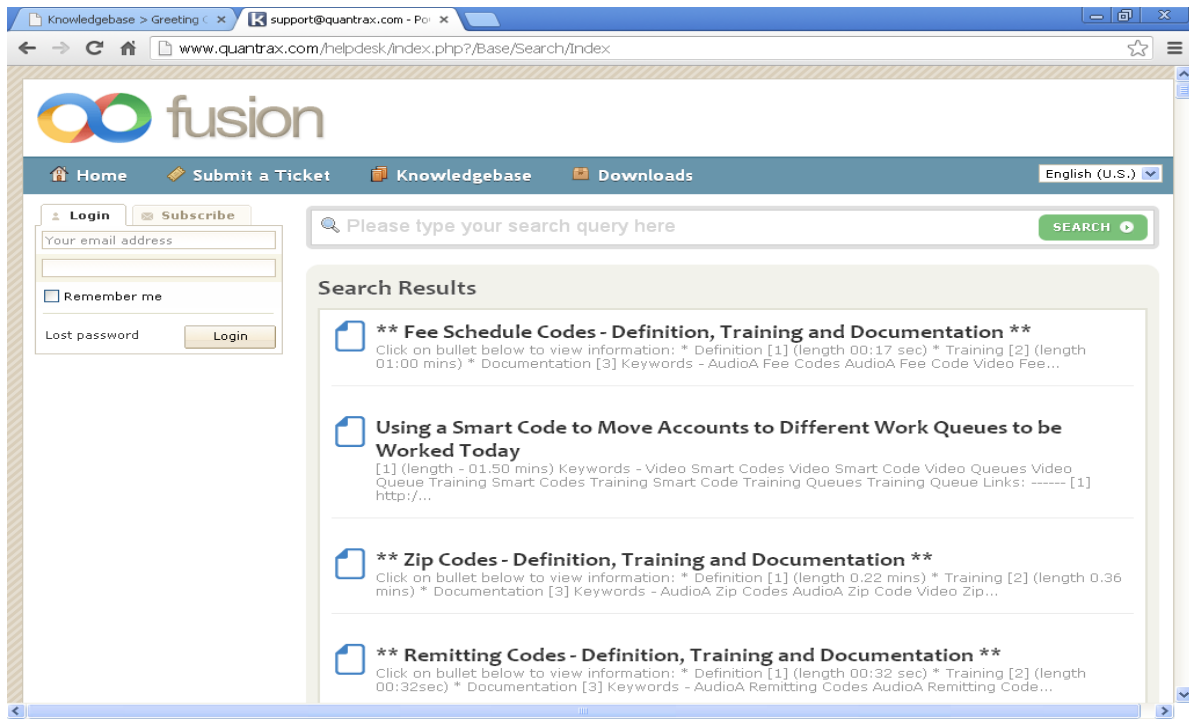
>> *An example on 'Training' document*

If you are searching for a document that will train you on 'fee codes', you need to search as follows.

For example : Training Fee Codes



The result would be as follows.

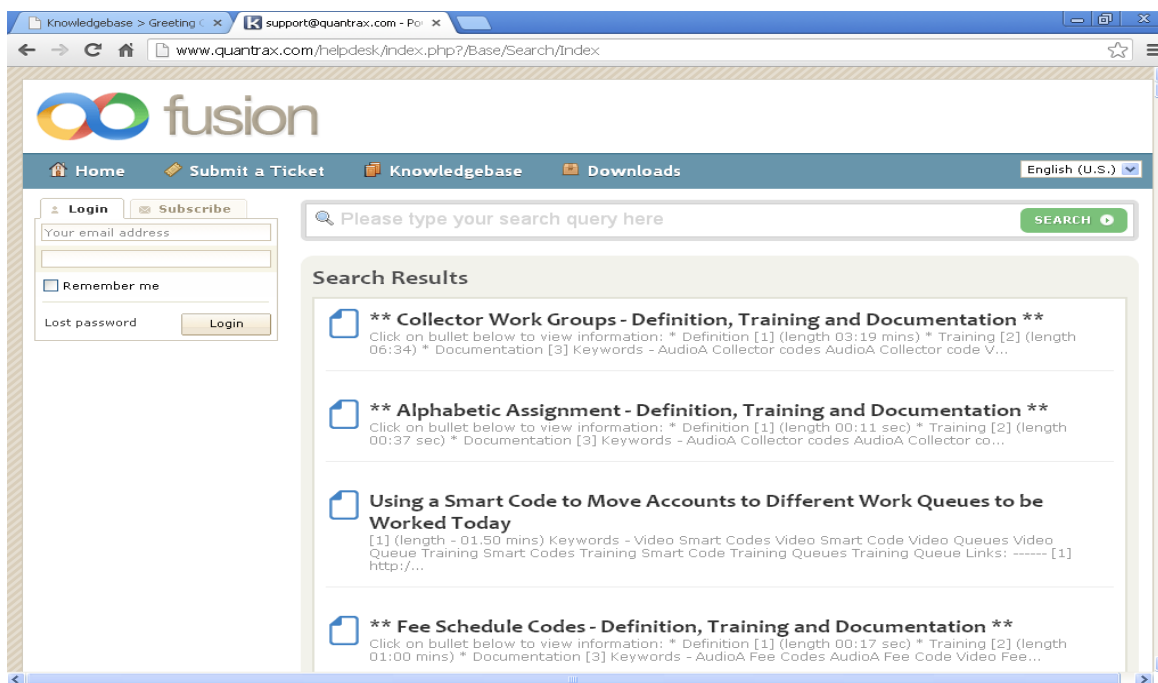
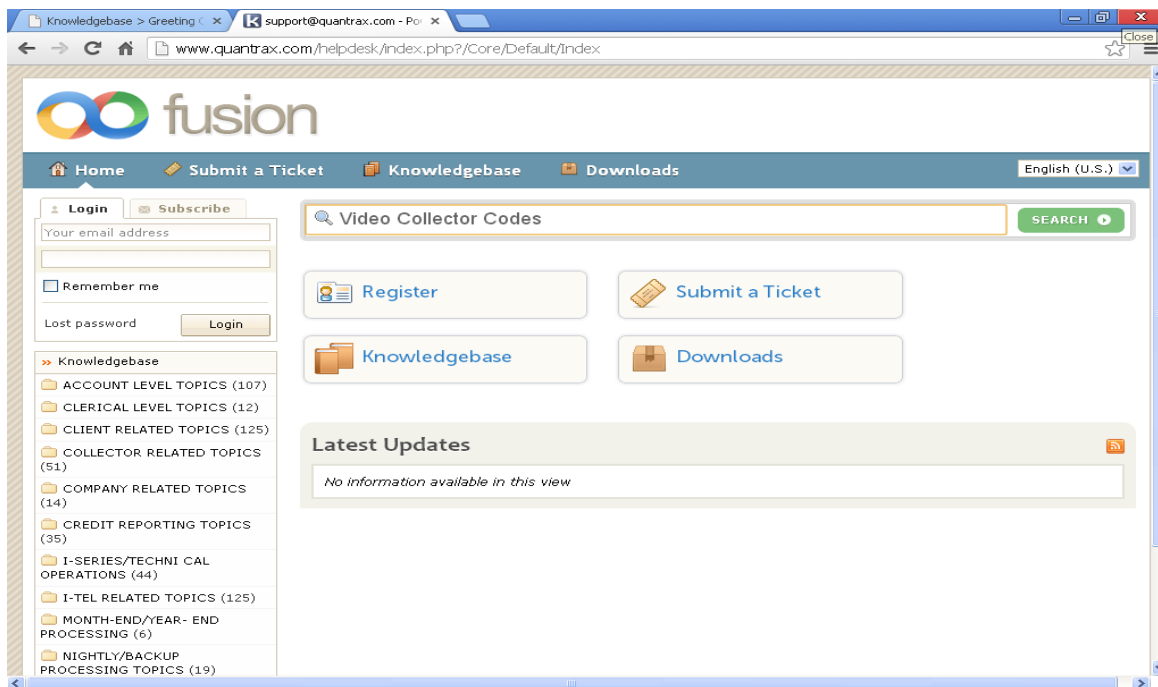


>> *An example of a knowledge base item with a 'Video'*

If you are searching for a 'video', and if you type in "Video" it will bring up all the documents with a video.

For example : Video Collector Codes

The search and results follow.



>> *Searching the knowledge base without a classification or keyword*

We have not created keywords for every area. The reason we use keywords in conjunction with the classification is to push the relevant items to the top of the list. As an example, if you only used QCat as a search word, you may have a list of 100 documents that have the word QCat somewhere in the document. If you are manager and need to read something about QCATs and how they can be used, keying in

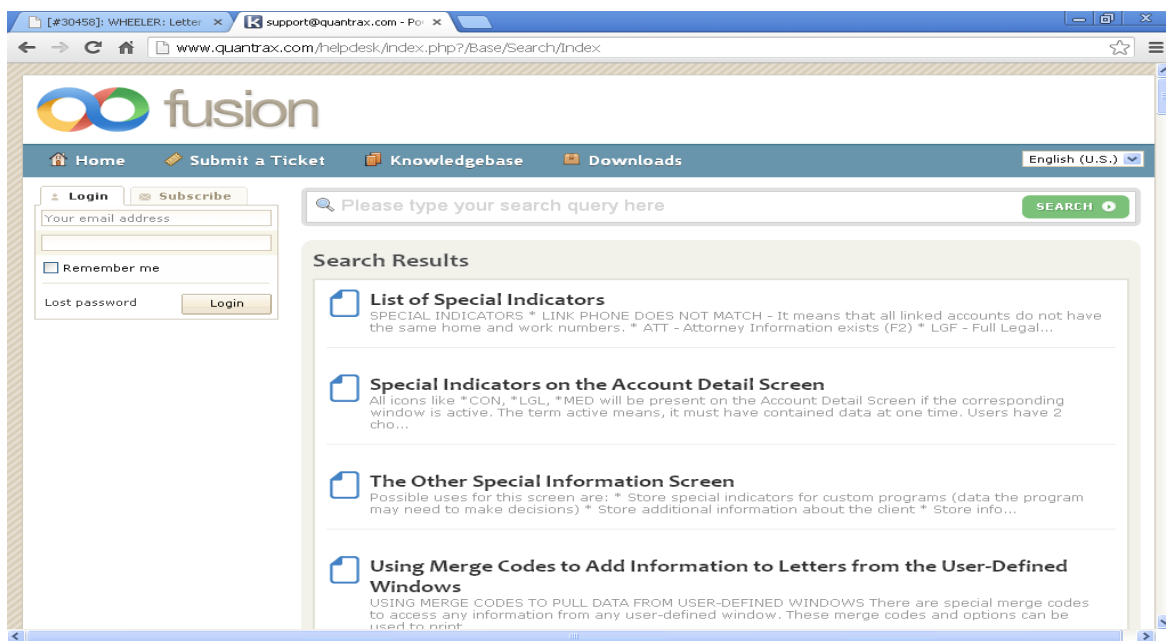
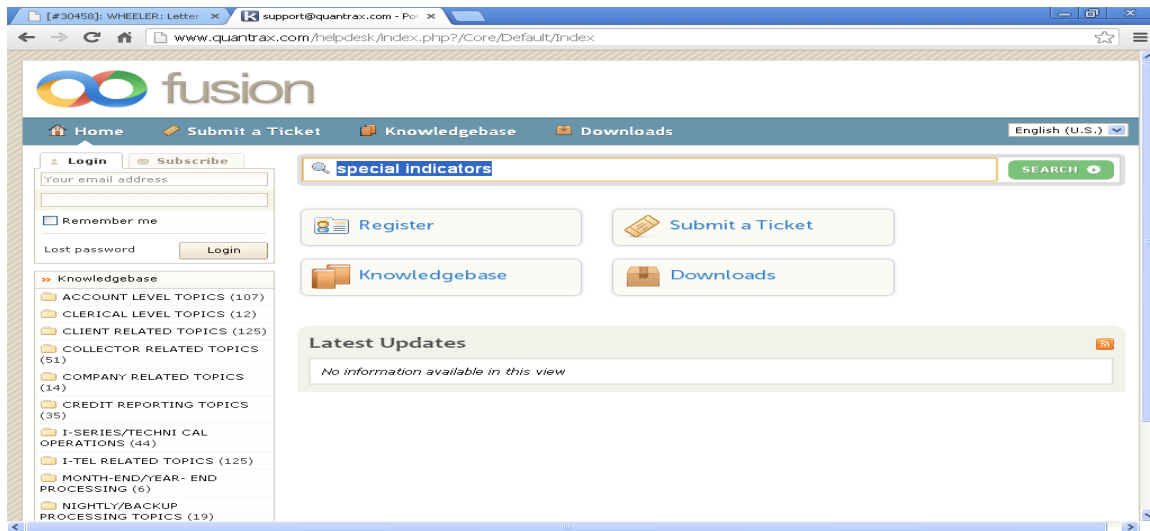
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“Training” and “QCat” would bring the training-related documents to the top of the list! By being able to select information based on a person's role and specific need, is a very useful feature.

You can also use words to describe what you are looking for without using a classification or keyword. This is similar to the way most people search using a search engine such as Google.

For instance, without any classification or keyword, you can search for ‘special indicators’ and it will present you a list of items that reference the search words.

The search selection and results follow.



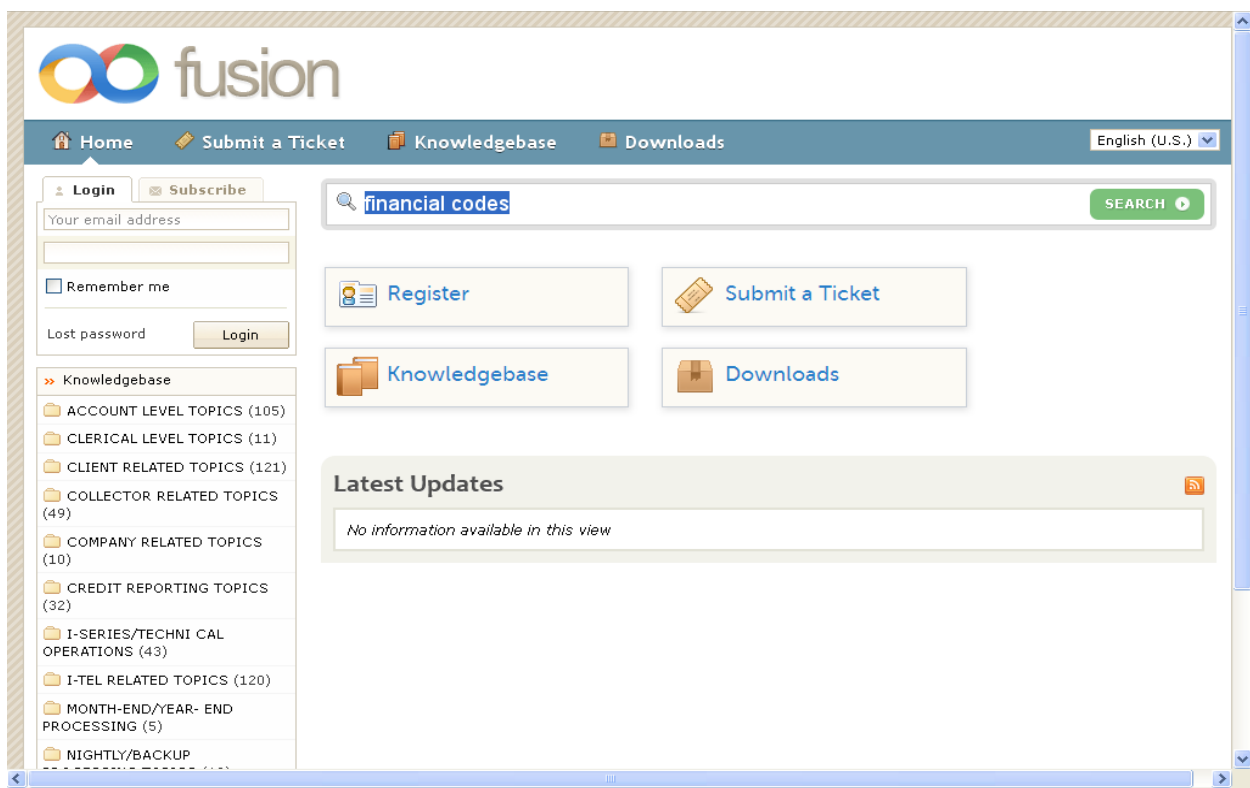
>> *Targeting exact matches*

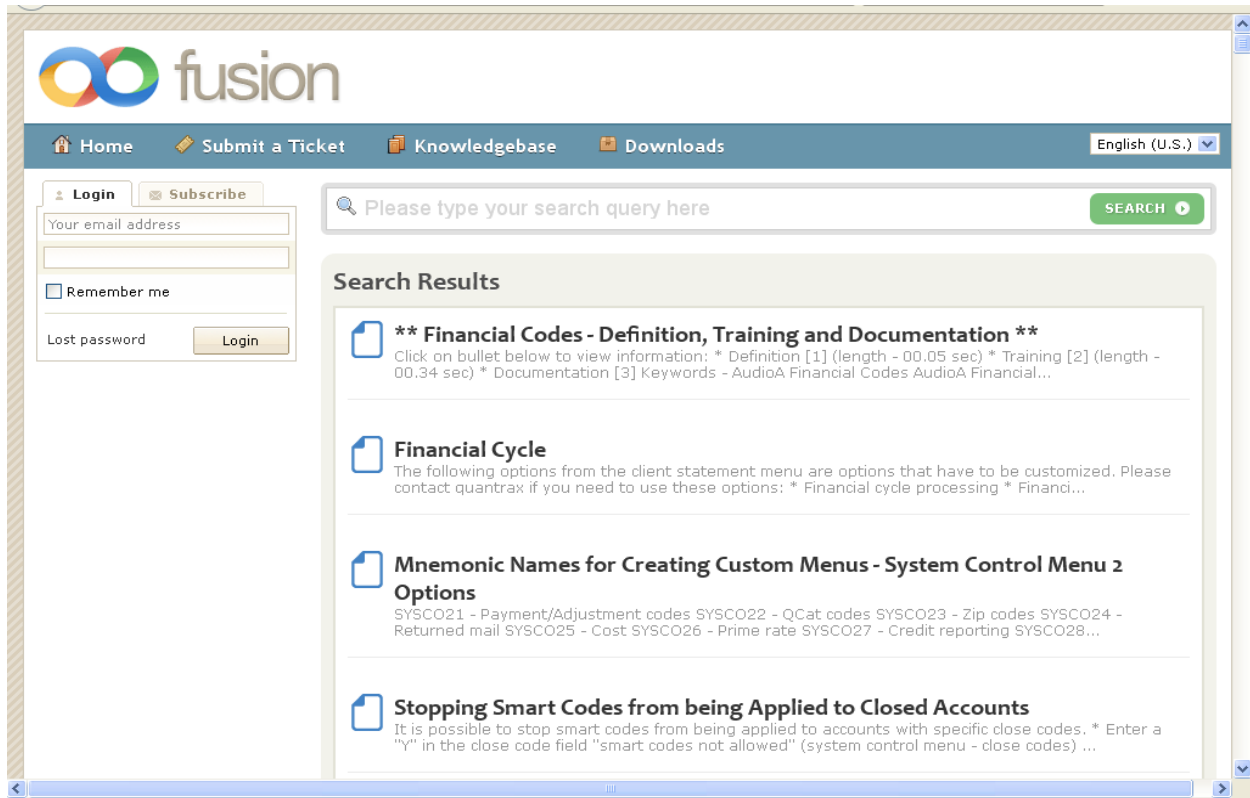
The idea in our structure was to bring the most relevant documents to the top of the list. You will see the most relevant documents, followed by other items that may have some of the search information within the document. To target an exact match only, key in the classifications, keywords and other search words within quotes in the exact order the keywords are in the document. You will then bring up only the documents that have those words *in the same sequence*. With classifications and keywords, this feature *must be used* with the classification, followed by the keyword. This is different from when you search without the quotes - In that case, the order of the words does not make a difference.

As an example if you search for 'financial codes' *without quotes* the following is what you will see.

You will see all the documents that have the searched keywords (financial or codes) either in the title or contents of the document.

The search and the results are shown below.



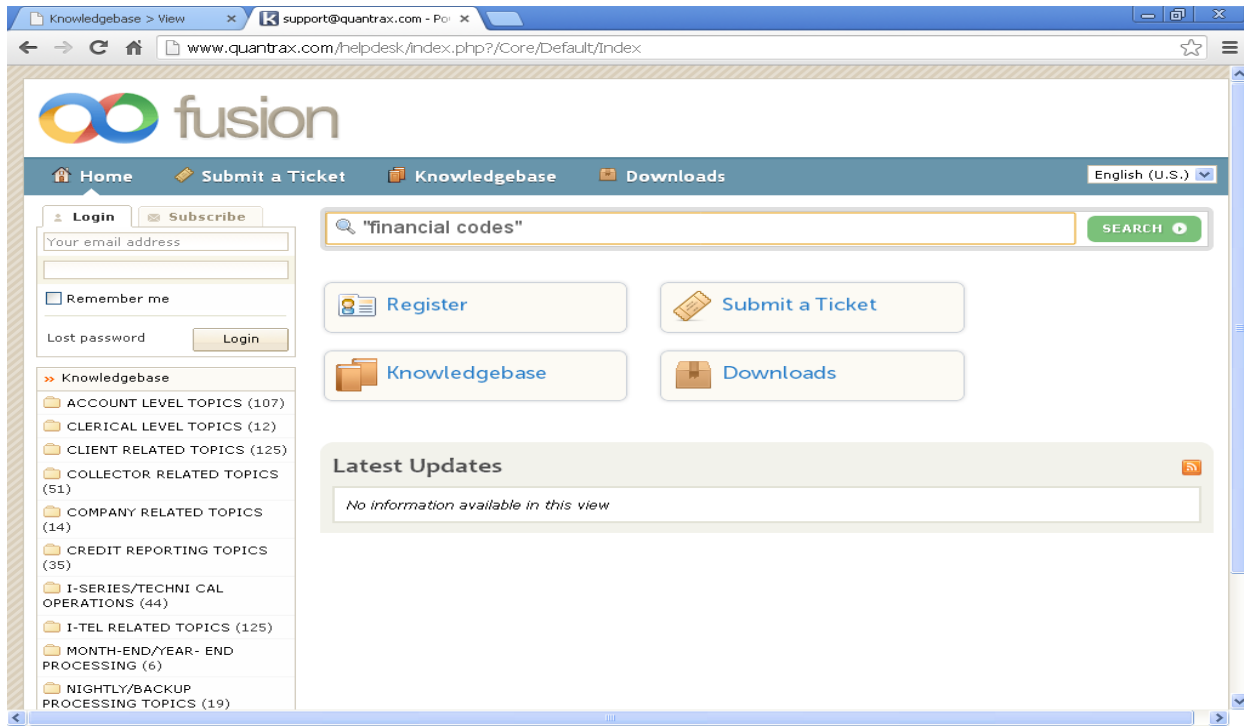


Now let's consider narrowing your search, by entering "financial codes" within quotes. This will only present the documents that have has the keywords entered (financial codes) either in the title or body of the document.

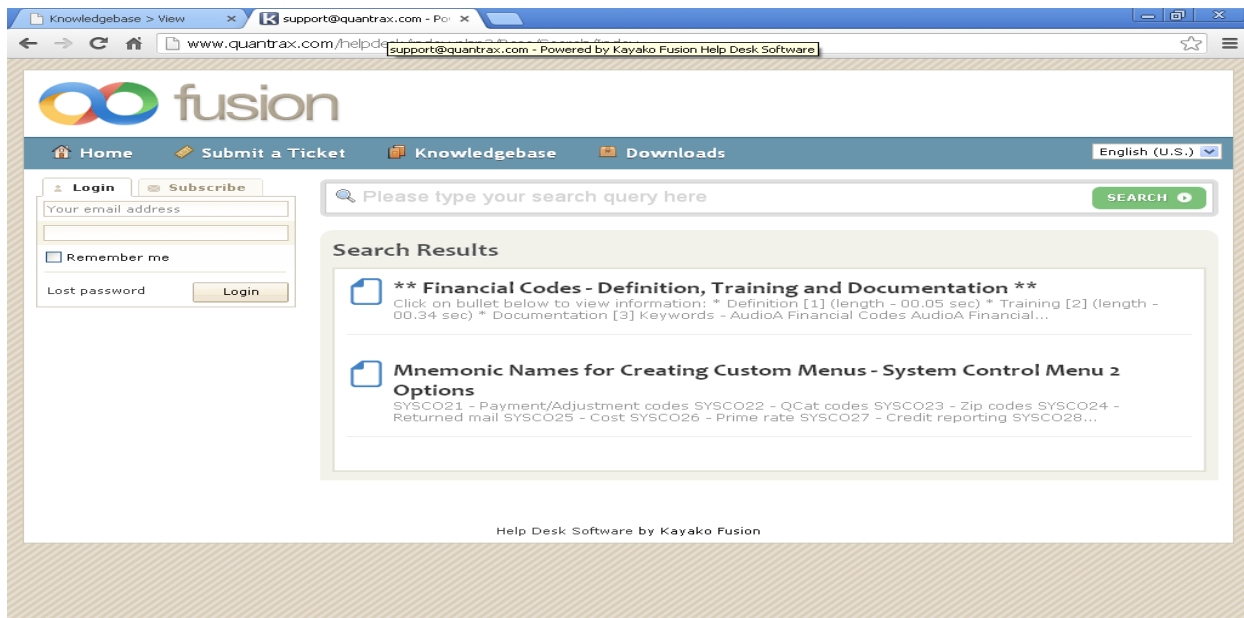
In the above example, there are only two documents with the entered search words.

The first document has the search words 'financial codes' in the title while the second document has the searched keyword 'financial codes' in the body of the document. The rest of the list contains other documents that may not even contain the search words.

If you searched for “financial codes” (search words are within quotes) this will *only present the items that have the search keywords either in the title or the contents of the document.*



The result would be the following - only the required documents.



Keyword list

Following are the 54 keywords that can be used for searching.

ACat
Adjustment Code
Attorney
Backup
Cell phone
Client code
Client statements
Close code
Collector Code
Collector Credit
Commission Code
Commission Rate
Compliance
Contact Series
Cosigner
Cost
Credit cards
Credit Reporting
Description code
I-Tel
Direct Check
Events
Forwarding
GUI
I-Biz
I-Load
Interest
Letters
Linking
Medical Billing
Merge Code
Month End
Nightly
Online Client
Other Phones
Owner and worker
Payment Arrangements
Payments
Percase
Purge
QCat
Queue Consolidation
Queues
Reports
Returned Mail
Scores
Secondary balance
Security
Settlements
Smart Code
Smart Code Series
System controls
User Defined Windows
Year end

In addition to the above keywords you can search using other words as well. In such cases the documents will be presented to the users depending on the words they use to search the knowledge base.

