



AI-powered Knowledge Management Solution

Knowledge Management Scenarios



Knowledge Management

Real-world cases and pain points



Case in Human Resource Department:

A new HR hire needs to find the latest version of the employee handbook, benefits enrolment forms, and the training schedule. Instead of a centralized, easily searchable portal, they have to sift through shared drives, emails from different colleagues, and potentially old physical binders, wasting valuable onboarding time and risking using outdated information.

Pain Point: Difficulty in Finding Information (Information Silos & Disorganization).

Knowledge is scattered across various systems, drives, and personal computers, making it hard for employees to locate what they need quickly. Redundant or outdated information coexists with current knowledge, leading to confusion.

Knowledge Management

Real-world cases and pain points



Case in Product Development Team:

Different engineering sub-teams (e.g., hardware, software, mechanical) create design specifications and component lists using their own preferred tools and formats (e.g., some use Word, others Excel, some specific CAD software, some just informal notes). When a new product is being integrated, engineers struggle to piece together compatible parts and understand interdependencies because the documentation is inconsistent and lacks a unified structure, leading to integration issues and rework.



Pain Point : Lack of Standardization and Consistency in Knowledge Creation (Inconsistent Formats & Quality)
Different teams or individuals create documentation using varying templates, styles, and levels of detail. This makes it difficult to compare information, integrate it, or trust its reliability.

Knowledge Management

Real-world cases and pain points



Case in Compliance/Legal Department:

A company operates in multiple jurisdictions, and legal regulations regarding data privacy or environmental standards frequently change. If the internal compliance guidelines and procedures in the knowledge base are not regularly updated to reflect these changes, employees might inadvertently violate new laws, leading to significant fines, legal action, and reputational damage for the company.



Pain Point: Outdated or Obsolete Information (Lack of Maintenance & Review)

Knowledge articles, policies, and procedures are created but rarely reviewed or updated. This leads to employees relying on incorrect information, causing errors, rework, and potential compliance issues.

Knowledge Management

Real-world cases and pain points



Case in a Research Laboratory:

A senior lab technician has developed highly specialized and effective methods for preparing sensitive samples or operating unique experimental equipment, often involving subtle adjustments and observations not found in standard protocols. This "feel" for the experiment is critical for successful results. If this technician retires without documenting these nuanced techniques through detailed video demonstrations, annotated protocols, or direct mentorship, new technicians will face significant challenges in replicating successful experiments, causing delays in research and potentially flawed data.



Pain Point: Difficulty in Capturing Tacit Knowledge (Experience & Expertise Not Documented)

Valuable knowledge resides in the heads of experienced employees (tacit knowledge) and is not formally documented or shared. When these employees leave or retire, this critical institutional knowledge is lost.

Knowledge Management

Real-world cases and pain points



Case in a IT support Team:

An IT support agent discovers a clever workaround for a recurring software bug that isn't officially documented by the software vendor. Instead of adding this solution to a shared internal knowledge base, they keep it to themselves, perhaps viewing it as their personal efficiency trick. When other help desk agents encounter the same issue, they have to spend extra time troubleshooting, or potentially escalate the problem unnecessarily, leading to slower resolution times and lower customer satisfaction across the team.

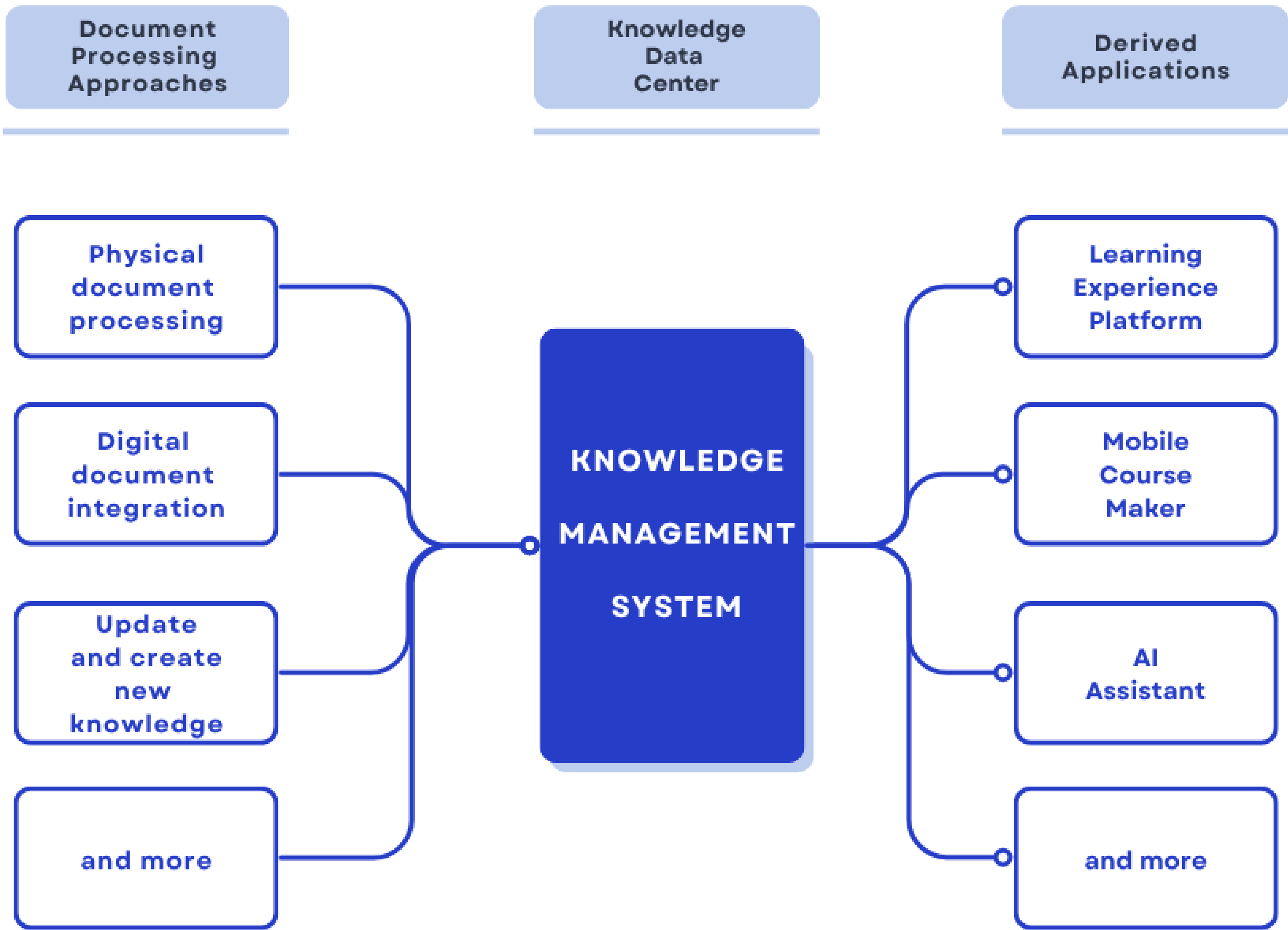


Pain Point: Lack of a Culture of Knowledge Sharing (Individual vs. Collaborative Mindset)

Employees are not incentivized or encouraged to contribute to the knowledge base. They may hoard information, fear sharing "their" knowledge, or simply not see the value in documentation.

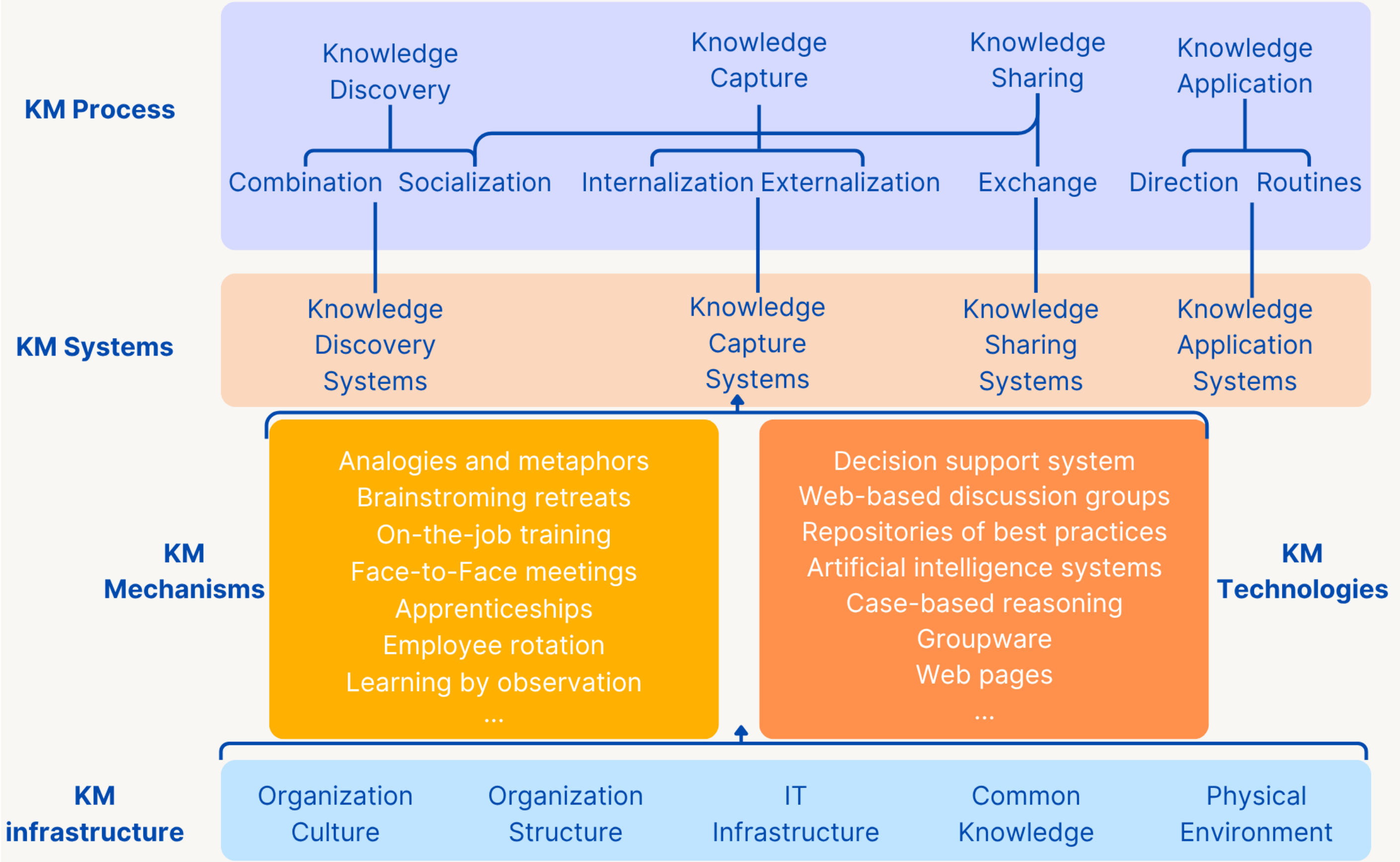
Knowledge Management

Solution Flow



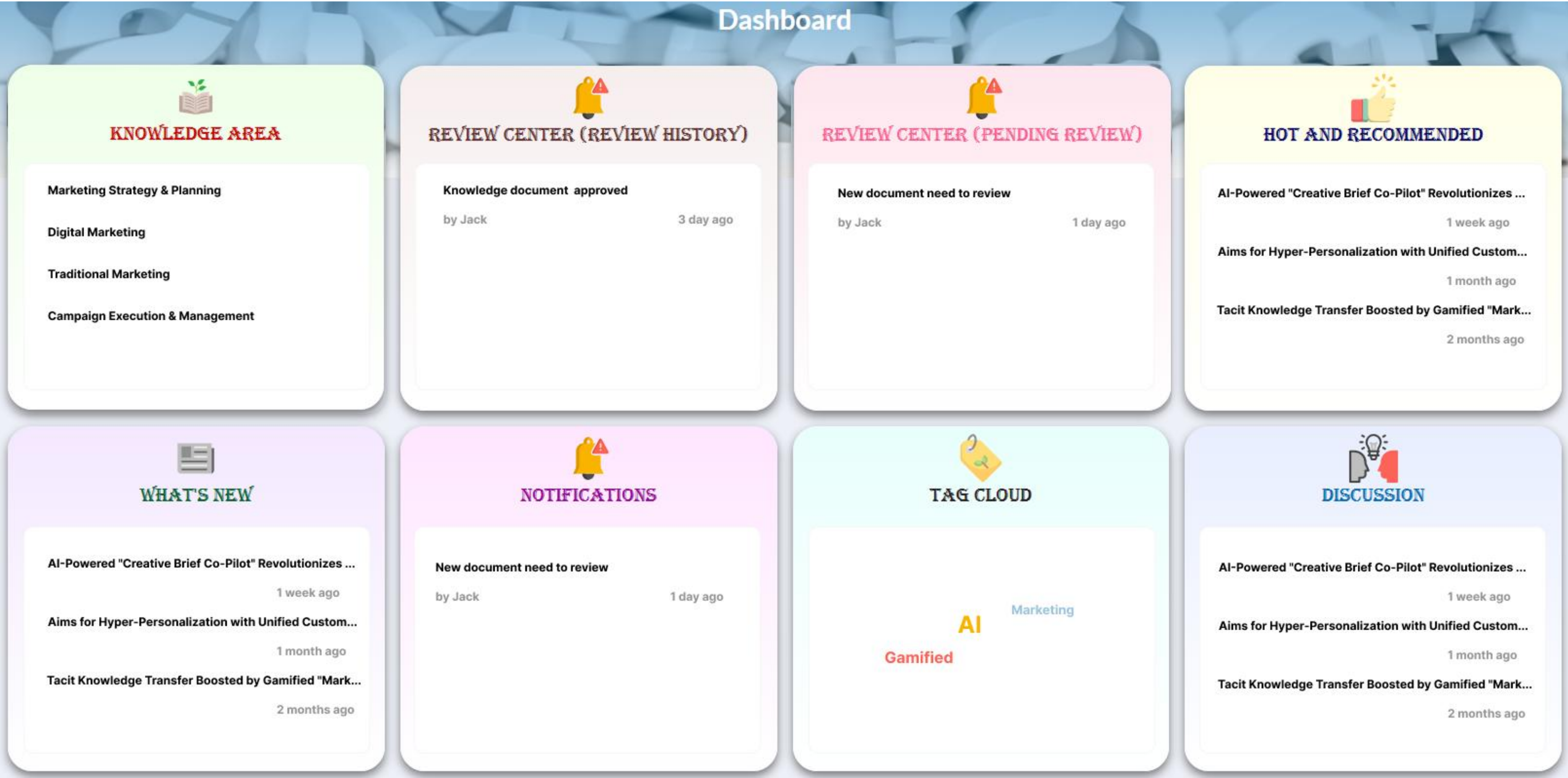
Knowledge Management Solution

Knowledge Management Structure



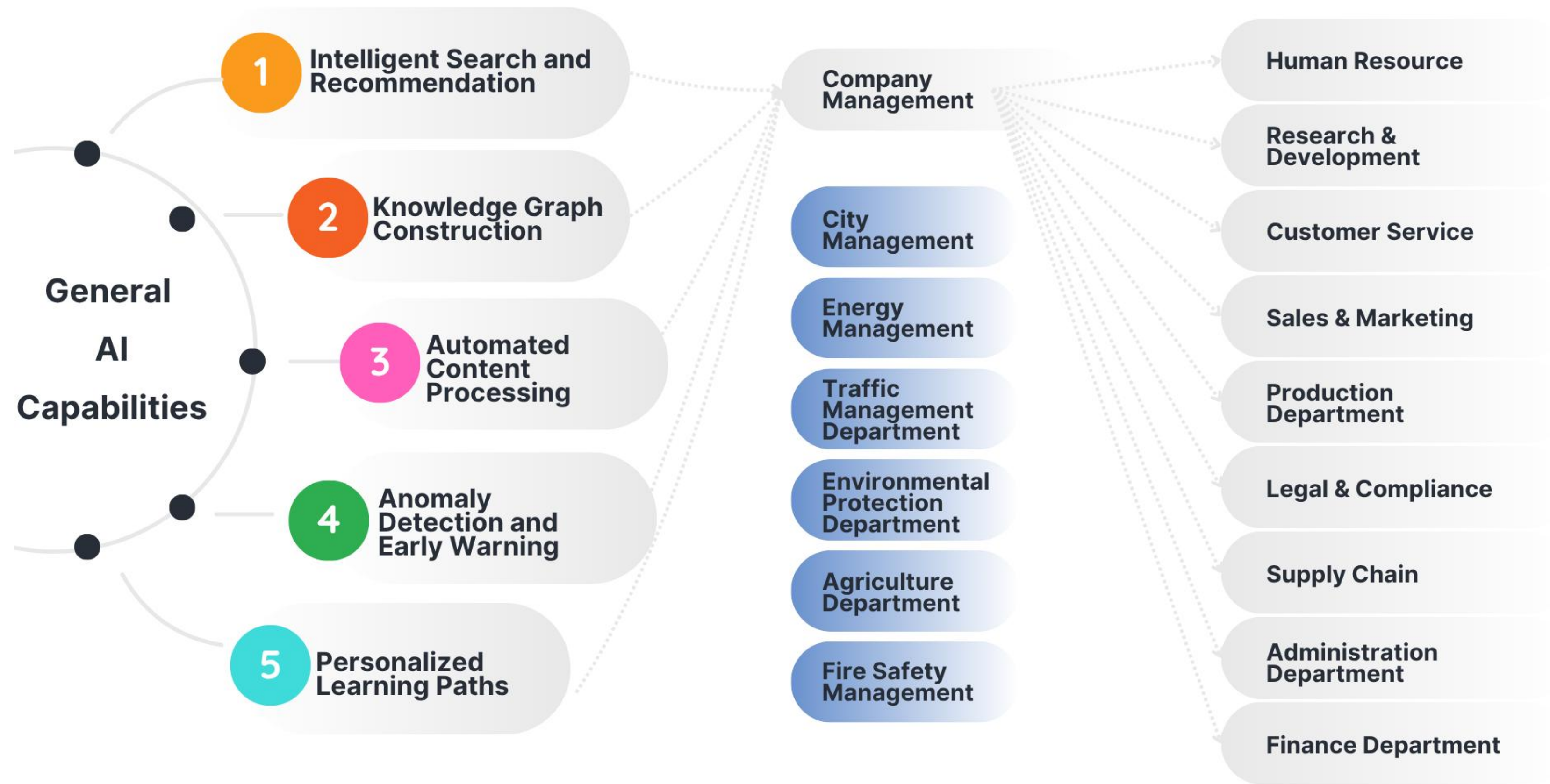
Knowledge Management Solution

KMS Interface



Knowledge Management Solution

Integrating AI Capabilities to the KMS



Knowledge Management Solution

Integrating AI capabilities to the KMS to derive applications

AI Chatbot
Search internal knowledge on-the-go

Use case:
New employee ask internal vacation policy and KPI goals

Technical Support Teams real-time trouble-shooting

Customer Service staff answering clients about product knowledge

Patent & IP Management team members ask about patent knowledges

Sales search personalized product solutions, success stories, and objection handling scripts.

Mobile Learning Maker
Create bite-size courses with interactive templates in any fragmented time

Use case:
Field technicians create microlearning modules with diagrams, short videos, and checklists for other ad hoc employee instant reference.

Sales manager create Interactive product demos, competitor battle cards, and quick pitch practice quizzes to refresh team’s product knowledge.

Compliance team create 5-minute scenario-based quizzes or infographics sent via push notifications to ensure the training engagement and retention.

Call center agent manager prepare new scripts or knowledge about handle uncommon customer complaints on the go.

Learning Experience Platform
AI recommended courses fits your need and schedule

Use case:
A new marketing associate joins the company and feels overwhelmed by the amount of training material. The LXP assesses his role, prior skills, and onboarding timeline, then recommends a curated 30-day learning path with bite-sized courses (e.g., "Company Brand Guidelines," "CRM Basics").

A mid-level engineer aspires to move into leadership but struggles to find relevant training. The platform identifies his goal and recommends a mix of technical leadership courses ("Agile for Managers") and soft skills ("Giving Constructive Feedback").

A finance team member must complete anti-money laundering (AML) certification before a quarter-end deadline. The LXP prioritizes AML courses, breaks them into micro-modules, and tracks progress.

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Derived applications – Internal Search Engine

You Jan 21 2025, 11:40:41

有关任何的贪污情况, 警员应向谁报告?



GPO Serious Crime Jan 21 2025, 11:40:45

根据Police General Orders第27章, 警员应向以下人员报告任何贪污情况:

- * Formation Commander (编队指挥官)
- * ICAC (廉政公署)
- * CSP C&IIB (刑事调查及情报局, 注意: SP IIO)

警员应立即报告任何贪污情况, 并提供简要的报告详情。

You Jan 20 2025, 14:04:45

有關任何的貪污情況, 警員應向誰報告?



GPO Serious Crime Jan 20 2025, 14:04:51

根據提供的資訊, 對於有關任何的貪污情況, 警員應立即向**其管區指揮官 (Formation Commander)** 或 **廉政公署 (ICAC)** 報告。

具體來說:

1. 如果警員向管區指揮官報告, 指揮官必須立刻將該報告轉交給其**主要管區指揮官 (Major Formation Commander)** 和 **ICAC**。
2. 此外, 還需要以機密備忘錄形式將簡要報告內容通知 **刑事情報及調查科總警司 (CSP C&IIB) (注意: 高級警司 IIO)**。

因此, 警員有兩個主要的報告選擇:

- **其管區指揮官**
- **廉政公署 (ICAC)**

以上措施適用於任何有關貪污的資訊或知識, 無論是否有證據支持。

Internal Search Engine – AI powered

- Process natural language questions
- Auto-detect language to give pertinent answer
- Easy set up for specific Knowledge area and access control

You Jan 20 2025, 14:04:02

For any corrupt practice, who should the police officer report to?



GPO Serious Crime Jan 20 2025, 14:04:07


The police officer should report any corrupt practice **immediately either to their Formation Commander or to the ICAC (Independent Commission Against Corruption)**. Additionally, brief details of the report should be forwarded to CSP C&IIB (Attn.: SP IIO) under a confidential memo.

This is in accordance with **Police General Orders - Chapter 27** and the section on **Handling of Report of Corrupt Practices (27-12)**.

Knowledge Management Solution


Derived applications – AI assistant


←




AI Assistant

• Online







I'm new to the company and would like to inquire about some benefits and leave policies.



Hello! I'm happy to assist you. Welcome to our company! Regarding benefits and leave policies, do you have any specific questions? I'll do my best to answer them.




I'd like to understand the company's social insurance and housing fund contributions. For example, what's the housing fund contribution ratio?




Certainly. For social insurance and housing fund, the company contributes according to national regulations. Regarding the housing fund, the current contribution ratio is 12% from both the company and the employee. You can check detailed contribution records in our internal HR system after onboarding.


←




AI Assistant

• Online







What about annual leave? I heard the number of days varies by years of service - how many days would a new employee like me get?



That's correct. Annual leave is determined by your length of service. Based on your joining date, you're entitled to 5 days of paid annual leave this year. After your first work anniversary, your annual leave will gradually increase according to your accumulated service years. You can find detailed calculation methods and application procedures in the company's employee handbook or HR system.



Besides annual leave, what other types of leave are available? Like sick leave or personal leave?



Absolutely. In addition to annual leave, we offer paid sick leave, personal leave, as well as national statutory holidays, marriage leave, maternity/paternity leave, and others as required by law.

AI assistant

When new employees are going through the onboarding process, they frequently have inquiries regarding company policies, including vacation entitlements, leave qualifications, and approval processes. Instead of relying on the HR team for answers, they can now consult the AI assistant, which offers immediate access to detailed policy documents, FAQs, and HR contact information—enabling new hires to swiftly resolve their uncertainties and feel assured as they embark on their journey with the company.

Knowledge Management Solution

Derived applications – Mobile Course makar

COURSEWARE PROPERTIES

Courseware Title	Basic Infection Control Refresher Training (for Non-Clinical Staff)
Language	Bilingual
Target Audience	All non-clinical staff in HA
Objective	To acquire and update the knowledge on common and emerging infectious diseases and the principles of infection control in non-clinical setting
Points To Note	<ul style="list-style-type: none">This course is eligible for fulfillment of requirement on mandatory Infection Control Training for Non-Clinical StaffNon-clinical staff could regularly attend this refresher training on a need basis
Courseware Status ?	Editing
Last SCORM Package Version	62-1566541991854 <a>Download Last Version
Last SCORM Package Export Date	Aug 23, 2019, 2:33:11 PM
Courseware Supervisor	admin_display_name
Created By	admin
Currently Edited By	admin_display_name
Preview Account ?	<a>Enabled
Preview Account ID	viewer_bfzu
Preview Account Password	17jubqu0o8
Courseware Approval Process ?	<a>Disabled

Edit Courseware Properties

Mobile Learning Maker

Course creators can log in to the platform anytime, anywhere, leveraging fragmented time to develop bite-sized courses. With clear course structures and a variety of interactive templates to choose from, the creation process becomes highly efficient—even with limited time. Additionally, AI algorithms analyze each user’s course creation patterns, offering optimization suggestions for deeper insights and improved content.

Select a page template

DefaultCustom

BLANK PAGE

Blank

P01 - chapter cover

P01

P02

P02

P03

P03

P04

P04

P05

P05

P06 - chapter cover

P06

P07

P07

P08

P08

P09

P09

P10

P10

P11

P11

P12

P12

P13

P13

P14

P14

P15

P15

VIDEO SEGMENTS Upload and edit video segment

Video Segment:

Insert Marker: Select Marker

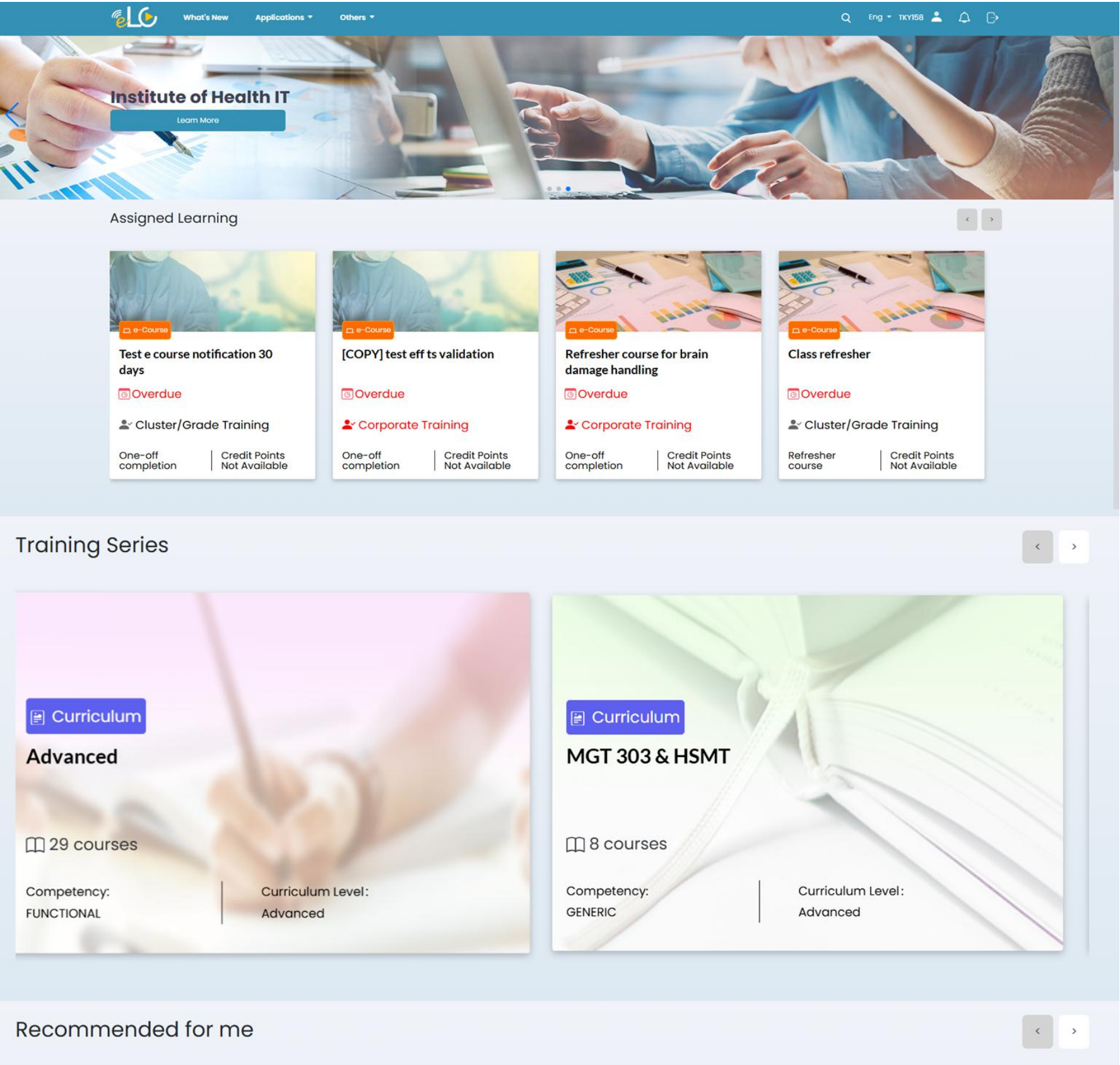
Video Preview: Preview Download

Timeline Scale: 1 second(s)

00:0000:0100:0200:0300:0400:0500:0600:0700:0800:0900:10

Knowledge Management Solution

Derived applications – Learning Experience Platform



Learning Experience Platform

Every employee can access their assigned and recommended courses upon logging into the platform. With cross-device functionality, users can learn seamlessly—whether on a desktop, iPad, or mobile. Bite-sized courses make learning flexible and convenient, enabling users to study anytime, anywhere while improving knowledge retention.

AI algorithm will continuously learn the learning pattern of each user with course planning ,provide insightful feedback to facilitate decision-making.

Knowledge Management Solution

Key Features

1

Unified, Intelligent Knowledge Access

This system offers versatile integration, acting as a standalone hub or blending with existing platforms to create a comprehensive knowledge base from internal and external sources. Its AI-powered search delivers a highly intuitive experience, using contextual search and Generative AI to summarize results, ensuring quick and effortless access to relevant information for all stakeholders.

2

Streamlined Knowledge Creation & Organization

Users can easily create rich media knowledge articles using an intuitive authoring tool with a robust database for content authenticity. All content is intelligently classified using taxonomies, tags, significantly enhancing its discoverability and accessibility across the organization.

3

Enhanced Collaboration & Security

Integrated collaboration tools facilitate real-time communication, fostering a shared knowledge culture. Simultaneously, robust security measures with customizable access controls protect sensitive information while ensuring appropriate user access.

4

Actionable Analytics & Mobile Accessibility

Ad hoc analytics provide customizable dashboards and prebuilt reports, offering deep insights into usage patterns, customer interactions, resolution performance, and content gaps. Plus, knowledge is accessible anytime, anywhere across all devices for ultimate convenience.

5

Scalable & Supported

The solution is built for growth, offering scalability to adapt seamlessly to increasing data and user demands without performance compromise. Comprehensive training support is also available to help users maximize the system's potential.

Knowledge Management Solution

Benefits

1

Enhanced Efficiency: Our knowledge management system streamlines processes, reducing time spent on information retrieval and enabling teams to focus on high-value tasks.

2

Optimized Onboarding and Training: By providing easy access to training materials and resources, our solution accelerates onboarding, ensuring new employees quickly become productive members of the team

3

Increased Stakeholder Collaboration: The platform fosters collaboration among employees, customers, and partners, facilitating knowledge sharing and innovation across the organization.

4

Improved Employee Experience: By simplifying access to information and resources, our solution enhances staff satisfaction and engagement, ultimately leading to reduced turnover rates.

5

Comprehensive Training Support: With robust tools for creating and managing training content, our solution ensures that employees are continuously updated on best practices and industry developments, further driving organizational success.



AI-powered Knowledge Management Solution

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