Requirement specification for a knowledge system
- case management and counselling

RESPONZA
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Here is a list of typical requirements for a proper knowledge sharing system. The list represents the requirements for a knowledge system which we encounter most often in tenders, inquiries and the like. Our response with Responza is answered in the far right column.

Category	Function	Requirement description	Responza comments
General	Dedicated, proper knowledge solution	To be used as a knowledge support / base that can be used both internally and online. Must be useful in distributing both answers, guidance, and workflows - to several channels (e.g. telephone, e-mail, chat, and online faq). There must be a proper focus on knowledge, knowledge management, and knowledge distribution on all channels both internally and externally. Not for document management, SharePoint etc. Preferably with a modern look that can reflect the Xx's design.	Responza is a pure knowledge system, and currently the Nordic region's strongest knowledge management platform. Responza has a strict focus on knowledge, delivery of knowledge, and support of the four Knowledge Management best practice processes for 1. **Collection and preparation** 2. **Management and maintenance** 3. **Distribution** to different platforms and user groups 4. **Continuous improvement** through direct and indirect feedback routines. t is precisely the structure around best practice knowledge processes that ensures that the solution keeps evolving and stays relevant, that knowledge is professionally validated and written for the use situation, and that all employees know that if they say and do as stated in the solution, then are they "home safe". Responza can be customized on both internal and external portals (faq on the website) to match and reflect the visual expression and identity of Xx's.
	There must be relevant successful references to contact.	There must be Danish or otherwise relatable references who use the knowledge solution to work efficiently and expand the levle of competence successfully in advisory/case management functions.	Responza is used in advisory and case management functions, which typically have to cover a wide range of knowledge, and which often contain many elements from the entire company. Often there are both business and private actors, and sometimes also external partners (e.g. the union that advises members, companies and has affiliates, or authorities that handles complicated cases with many touch points). Our Danish and Swedish references can be contacted, just as many of our customers like to show their solution and business case.
	Time to deployment	It must be possible to set up the system, ready to use, quickly. It must not be or become an IT implementation project. The team should be able to understand and control the solution without the involvement of IT departments and technical consultants.	Responza is created so that the team owning the solution can manage and control everything in the solution themselves. The solution is accessible right away and is typically ready to use and configured to reflect your specific organization and vision/mission within 5 days. If Xx also invests in the suggested knowledge implementation package, you also get a specific knowledge tree/category structure, article templates, and solid training in best practice writing for the use situation as well as best practice knowledge management. These practices will be adjusted to fit naturally into your team in correspondance with the organization as a whole. The knowledge implementation is typically prompted by management's ambition to achieve results with a fast-established but long-lasting knowledge solution that delivers a business case on both Xx's current performance and if merging of local departments.

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Support and functionality for knowledge management	Adhere to best practice knowledge management	Quick, easy and intuitive to produce and maintain knowledge. It must be supported by the system supported in line with best practice knowledge management.	Responza is built 100% based on support for best practice knowledge management in a Scandinavian perspective. In addition, the solution is designed so that it is not a "technical exercise" to work with knowledge in the solution. The solution has been developed by Scandinavia's leading knowledge managers, who also teach and advise global and national organizations on knowledge management. Responza is developed from the best of the large American knowledge solutions, adapted to the Scandinavian language and our way of working with counselling and service in Scandinavia, which is typically somewhat deeper guidance with workflows than many foreign solutions suggest. Here, it is often the slightly lighter faq-mindset that sets the tone.
	Versioning	Automatic versioning with relevant traceability.	Responza keeps a complete audit trail of all changes and saves all versions of an article in a joint version history from where you can make direct comparisons and recreate previous versions.
	Workflow	Workflows e.g. for appoval of content prior to publication.	Responza has workflows for all standard knowledge management functions.
	Structure and categorization of knowledge	Possible to gather knowledge within given subjects / knowledge areas in general menus, portals and the like.	Responza allows a flexible structuring in both knowledge bases, portals, and categories with sub categories. As a unique feature in Responza, you can even structure by using article sections from where content can be differentiated into smaller components displayed from various entries. For example, one article can contain a response, an e-mail text, a compliance text and for example a section for self service.
	Overview of sites	Possible to who are responsible for which pages (e.g. in list format).	Can be seen directly in the article overview for easy display, sorting, and filtering.
	Responsible actor	It must be apparent on the page, who is responsbile for the content.	Fully possible. In Responza, it is the main editor who is responsilbe and an article can be sent for review to a second or third party. In the comment field, it can be noted if there is another department or organization that can feed or review information.
	Notifications	The editor should be reminden when an article needs updating.	There is both standard notifications/reminders for e.g. articles close to expiration as well as reminders for special events, deadlines or the like set manually by the user.
	Referral to policies / guideslines	Is should be possible to refer to specific guidelines and / or policies from a guide and to be able to see which business procedures are associated with specific guidelines / policies - and vice versa.	Fully supported e.g. via related articles or references.
	Feedback	Users must be able to provice feedback for an article.	Fully supported on all types of content such as articles, portals, and news items. Feedback is given in real time so that you quickly can adjust an article for a new situation/need.

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	Feedback on articles and portals from end users	It should be possible to gather feedback differentiated into various formats, e.g. articles, news, and generally.	Responza supports individually set up feedback per portal, where feedback for individual business areas is delivered to the right Knowledge Management resources divided into article, portal and news.
Key functions	Intelligent search function	Good, strong, intuitive search function.	Intelligent search is at the heart of the Responza knowledge solution. Thus, we take into account spelling and typing errors, synonyms, and compound words. For 10 years, we have had a dedicated focus on the special characteristics of the Scandinavian languages, and Responza has been tuned through countless adaptations to deliver precise results in this context. We have yet to see knowledge solutions that can handle the complexity that lies in Danish technical terms and compound words. For example, a customer examined 6 knowledge systems and tested their ability to search for danish compound words such as for group scheme, optional coverage and collective agreement. Responza was the only knowledge solution that could search all three words without the use of meta and keywords!
	Search optimization	Possible to tag articles for improving the search (meta).	It is possible to add specific search words and meta data for all articles. Thus, content can be optimized for search e.g. via synonyms or internal sayings.
	Search suggestions	Suggestions or qualified guesses on proper spelling when there is spelling errors or typos.	Responza's search engine helps users in cases of spelling errors and typos by suggesting similar words to the one searched for or simply by guessing the correct word based on the content in the solution.
	Cross search	Cross search, i.e. search across portals, brands, departments, countries etc.	It is possible to search into more portals at the same time so that the user is shown relevant results from other teams, knowledge areas, departments etc.
	Automatic updates and new versions without effort from Xx	Cloud-based with continouos updates for the platform itself.	Responza exists within a 100 % agile development flow and is updated daily with corrections. Larger features are rolled out multiple times annually.
	Backup	Backup: Possible to move data from one database to another and export it to Excel, pdf or the like.	Data is owned by the customer and can be exported or forwarded in various ways which is also embedded in the license agreement. Knowledge kan furthermore be shared with a third party, if relevant. There is built-in integration for archiving to the National Archives.
	Integrations / Plug-ins / open APIs	The system must be able to be used without investing in plug-ins. However, there must be the possibility of plug-ins / open APIs for e.g. SharePoint, Siteimprove, etc., which can be used later.	Responza functions "out of the box" as a complete unified platform for knowledge, both internally and externally. As a supplement, there are open interfaces for statistics and data, which can be used to integrate Responza with virtually any solution, including e.g. chat, learning portals, and case management systems.
	Login (SSO)	Automatic login with Single Sign On (SSO).	Responza supports SSO via ADFS and SAML2 – i.e. any standard used in Denmark.

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	Rights and user management	Multiple editors with different rights. Rights management based on AD groups (you must only be able to read articles to which you have access).	Rights in Responza are managed based on roles in relation to functions, and can be managed on knowledge bases and portals in relation to access points.
	Support multiple departments with the same solution	You can have several departments (e.g. customer service and debt collection / settlement) together in the same knowledge solution.	Reponza can support several departments / units, where you will typically put the knowledge of those units in separate portals. As an agent, you can search the individual portals, see hot topics right now on the individual portals, but also search across units via Responza's unique cross search.
	Possibility of secure external knowledge base on the website	It must be possible to display parts of the solution (content distributed to "target groups") in an externally directed portal.	Responza fully supports this. You can use the external portal independently of internal knowledge or split internal knowledge into parts, where some can be displayed externally. The external portal is built to handle massive volumes of traffic and is used to handle FAQ / knowledge externally by major retail organizations.
	Web/responsive	Web-based and responsive system that can adjust to the screen/device.	Responza is 100% responsive and can be used by end users on all devices.
	Supports text targeted to different channels	It must be possible to handle several different channels within the same administrative interface, so that you can use the same article with different content on different channels.	Responza has as a unique feature which is "sections". Each knowledge base has its own template, which consists of different sections that can be targeted to business needs (e.g. workflow, interface) and channels (e.g. phone, email, chat) contained in the same article. This way, all channels and processes can be managed and maintained from one place. At the same time, these sections can be used 100% individually in e.g. a chat solution, in e-mail management or professional system - and of course directly in Responza.
	Statistics	Article-level statistics, e.g. how many have read it and in a given time period.	Full statistics on relevant knowledge management parameters. For example, most read articles, use at agent level zero searches, etc.
	Customizable portal/ layout	Possible to easily make a suitable look and feel of the solution and choose which components to display - e.g. news module, boxes with the latest news, etc.	Responza supports look and feel customization on several levels. On internal portals, "basic" look and feel in the form of font, colors, and logo can be customized. On externally oriented portals, 100% free styling of all CSS elements is possible, and the customer can add their own CSS file or let the implementation project handle the task.

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Key functions	WYSIWIG-editor	Set up articles with different formatting, bullet points, tables, images, links, etc.	Responza uses a full WYSIWYG editor that allows graphic setup and editing of articles.
	Sections as technical components	Support and collection of cross-channel responses in a single article.	Responza has fully flexible sections for all the channels where you want knowledge to be distributed to - both internally and externally. Maintenance of all channels can be done from the same article in one place. This is a unique feature that only Responza has today.
	Embedding of video	Play video directly in articles.	Fully possible.
	Folding function (Accordion)	"Folding"-funktion within articles.	Exists as standard feature on sections and within articles sections
	Fact boxes	Fact boxes within articles to visually distinguish between types of information.	Can be done in several ways and is fully standard. For example. via a fact box section or a colored box with text in itself. We often find that precisely because an article can be divided into sections, the need to use the "old / classic" fact box disappears.
	Attached files	System should be able to handle pdf og MS Office-documents.	All common file types can be handled as attachments.
	Own knowledge-cockpit	Possibility to save own articles and see own most used articles	Each Responza user has their own personal dashboard where they can store their own favorite articles and where their own latest and most used articles are displayed.
	Possibility to create a dictionary	Glossary-function that can be versioned into more languages	Responza supports glossaries, where you can create an unlimited number of glossaries (e.g. Danish, German, English), which can contain an unlimited number of words.
	Language versioning on articles	It must be possible to have an article in both Danish and English, and have a link between these for both editor and user.	Responza supports language versioned knowledge bases, so that you can have a knowledge base in one language (e.g. Danish) that is linked to another knowledge base with an alternative language. This allows you to link individual articles between the 2 languages, so that editors do not need the article ready in both languages at the same time. For end users, you can switch between the languages if a translated version is available.

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Danish partner and implementation support	Danish support	Danish product with Danish support. There must be unlimited support and it should not be billed every time you call or need help.	Responza is exclusively developed and supported from Denmark with close-knit development and support departments in Gentofte and Silkeborg. The product is widely used in the market from authorities and municipalities to finance, the energy sector, pensions, and retail. The support includes both knowledge management help and system help. Responza is Scandinavian in terms of approach, design and language support, for example in relation to search, compound words, etc.
	Danish implementation partner for technical and organizational implementation	It must be possible to get training, teaching and setup of the solution by a Danish implementation partner.	Responza is built, developed and conceptualized in Denmark, and is implemented by (probably) Europe's sharpest knowledge managers and technical consultants. Responza was born from the ambition to create a pure Scandinavian knowledge solution that has the same features as the best American ones.
	Placement of data and solution	The solution must support the secure storage of data, under EU law.	The solution is placed in Azure, and data resides exclusively in European data centers that live up to the GDPR and the requirements that are typically formulated in a Danish data processor agreement. Azure supports Privacy Shield, just as SCC (Standard Contracts) is part of the standard agreement under Azure MCA, under which Responza is settled.

<u>Read more about Responza here</u> or contact us at Responza@SpitzeCo.dk.

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