



KNOVA MOBILE EXPERIENCE (KMX)

DATA SHEET

Aptean Knova KM is a full-featured knowledge management solution built for the enterprise and especially designed to meet the needs of high-tech customer service and support. Knova helps companies resolve customer issues quickly, accurately and cost effectively with tools like Knowledge Central, Knova Communities, Knova Analytics and Knova Self-Service.

Knova Mobile eXperience (KMX) enables users to use the existing Knova Self-Service (KSS) application on an iPhone, iPad, Android and other mobile devices. In short, KMX is the mobile app that your users and customers use to access resolutions to complex issues at any time and in any place.

FEATURES OF KMX

Knova Mobile eXperience brings KSS functionality to a mobile world, with enhancements designed to provide a user-friendly, self-service experience across devices.



Device Compatibility: Ability to access Knova Self-Service functionality on virtually any device with browser access.



Preview of KSM Documents: Provides inline preview of KSM documents, without having to download them.



Type Forward Capability: Provides a faster search experience and ensures you are able to find what you need.



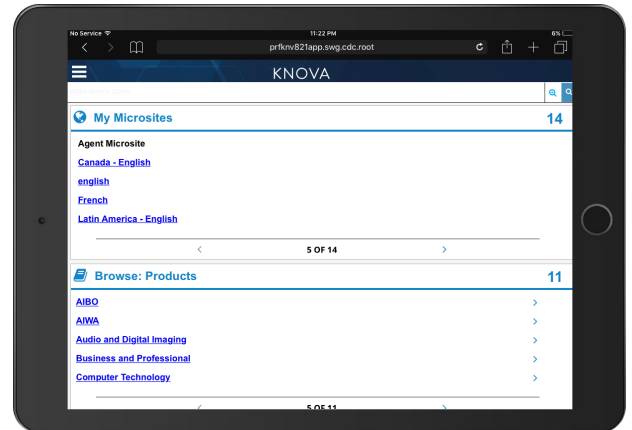
Display Customizations: Ability to customize pagination, text color and fonts to match your corporate style and design.



EXTENDED SELF-SERVICE OFFERINGS

KMX offers the same great issue resolution you get with the Knova Self-Service application:

- Search the knowledge base to find helpful documents.
- Browse the knowledge base to obtain links to new and popular documents that apply to a specific item, such as a product.
- View documents that are popular with other users or that have recently been added to the knowledge base.
- Personalize the home page by adding links to frequently viewed documents and Community threads, and specifying content preferences.
- Subscribe to content to be updated when it changes.
- Refreshes data dynamically for each widget when there is a filter/sort criteria change.
- Refreshes data dynamically for My Subscription and My Favorites widget based on the actions performed (edit/delete).



To learn more about Apteant Knova Mobile eXperience (KMX) and discuss your needs please contact your account manager or email us at info@aptean.com.



Apteant provides very specific industries with very specific ERP, supply chain management, and customer experience solutions. In today's fast-paced, highly competitive economy, organizations don't have time to waste forcing homegrown software, spreadsheets, and one-size-fits-all solutions to do things they were never designed to do. Apteant is on a mission to end those workarounds - with industry-specific solutions instead of generic software, expert support instead of making you go it alone, and a steady influx of new ideas instead of the status quo. For more information, visit www.aptean.com.