

EnCamera DKM

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EnCamera DKM automatically identifies knowledge seekers and knowledge providers and utilizes advanced algorithms to parse the unstructured information contained in email exchanges to ascertain subjects, themes and issues. Based on Navaera's unique active knowledge detection system, the system automatically reviews email threads and catalogues knowledge providers based on aspects of the information embedded in their conversations. Other message attributes such as message mood are utilized to identify and rank knowledge providers based on the quality of the content in their emails.

EnCamera DKM can be configured to function as an active mechanism that proactively directs knowledge seekers to the best and most appropriate knowledge providers. It can also serve as a passive mechanism which provides reports to managers as to the quality of knowledge in email conversations.

Navaera's DKM solution offers these advanced features and benefits:

- The system proactively reviews questions and answers and categorizes data within email and chat conversations according to topic, theme, category, level of insight and quality of content;
- It works with virtually all email systems, including Microsoft Exchange and Lotus Notes;
- It is compatible with many common chat applications, including XMPP and Sametime; and
- EnCamera DKM is IT-friendly and easy to install and configure;

EnCamera DKM automatically directs knowledge efficiently throughout an organization to support a range of organizational functions including: new hire onboarding and training, research and development, operational processes and procedures, and exchange of technical information. Navaera's Dynamic Knowledge Management solution enables organizations to improve internal information flow and data retrieval, boost operational efficiency and route quality information quickly and effectively.