consult TATA

Appexchange

Abstract

Consult is a Knowledge management framework. It is based on the AI technique known as – Case Based Reasoning (CBR).

Description

Consult is based on the philosophy of “Similar problems have similar solutions” and “Problems recur so remember successful solutions”.

Some of the challenges that support organizations face are reducing the turnaround time for requests, Maximizing level 1 support as level 2 and level 3 support comes at a premium, inconsistent customer support, high service costs and managing a transient support team.

Consult helps organizations to harness knowledge and expertise of the experts in the form of structured cases and then share that knowledge and expertise within or outside the organization.

Knowledge can be refined and updated anytime from anywhere. It provides reports to monitor key parameters like knowledge usage and application usage.

Consult search process guides the user interactively to a solution that is of highest confidence level. Provides means to update and revise knowledge as part of the knowledge usage process.

Highlights

- Capable of inexact search, tolerant to typo errors, context sensitive search, customized search behavior and handling a wide range of information types that can be tuned individually to improve search efficiency.
- Consult mimics the interactive problem solving technique that humans adopt.
- Results are scored automatically indicating the confidence level of the solution for a given problem statement
- It is capable of understanding ‘Chips’ and ‘Wafers’ to mean the same and return results related to ‘Chips’ even if the user asked for ‘Wafers’
- For a given problem statement it is capable of helping the user analyze and reach different solutions dynamically.
- Reports to track various key parameters.

Key Features

- Quick turnaround time for support requests
- Maximizing Level 1 support which would in turn save costs as support from experts comes at a premium.
- Increase in customer service index due to consistent customer response by the usage of robust knowledge management solution framework
- In a transient support team, it reduces the training time required for new personnel become support-ready.

Key Reports

Consult has reports to track various factors like knowledge usefulness, User Feedback, Application usage to tune the knowledge base for improved service.

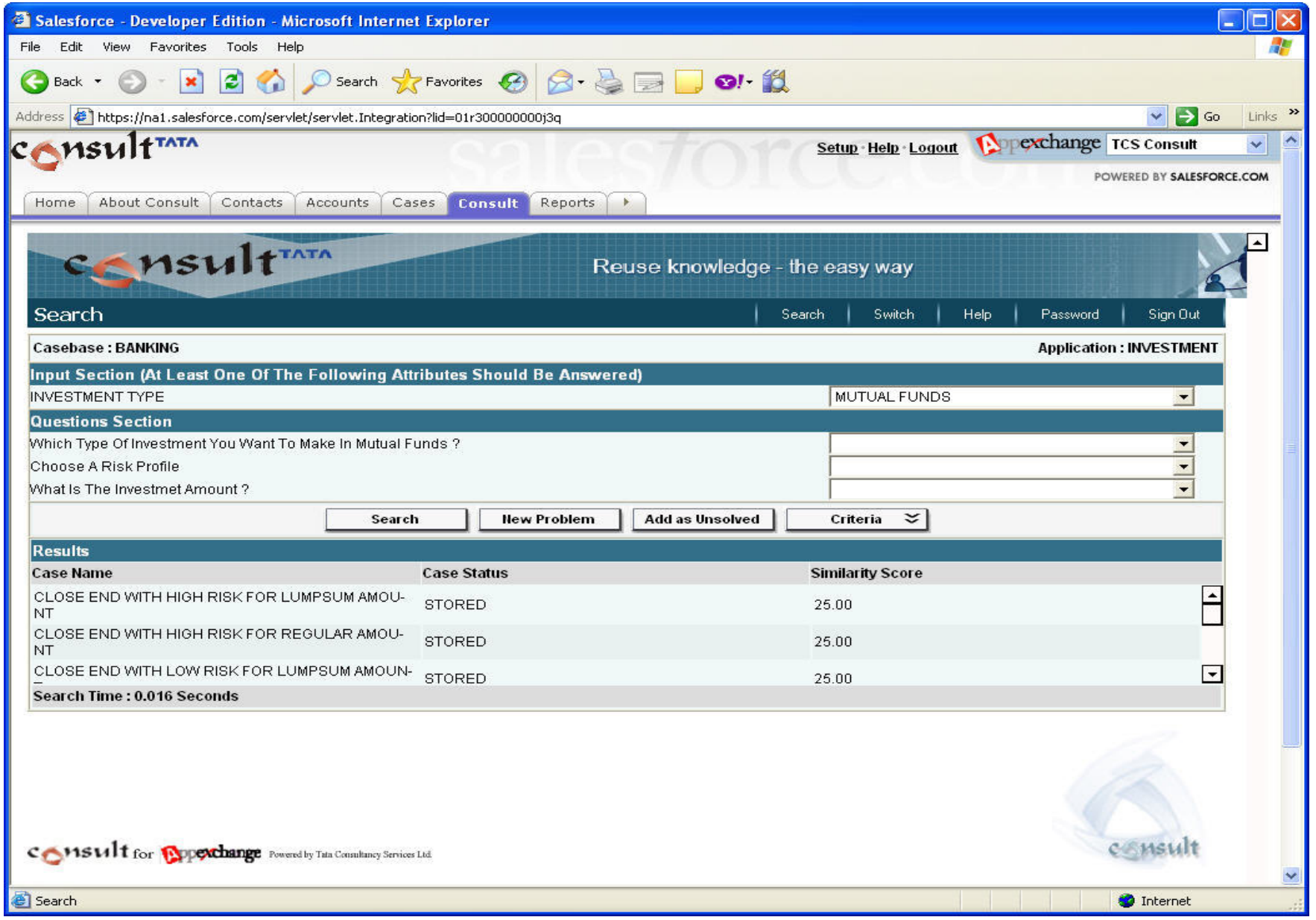
Requirements

External Service	Tata Consultancy Services
Salesforce.com Edition	Enterprise

Specifications

Publisher	Tata Consultancy Services
Type	
Salesforce.com certification	None
Category	None
Pricing	None

Screenshot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Casebase : BANKING
Application : INVESTMENT
Input Section (At Least One Of The Following Attributes Should Be Answered)
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MUTUAL FUNDS
Questions Section
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Choose A Risk Profile
What Is The Investmet Amount ?
Search
New Problem
Add as Unsolved
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