

Expertise 360°

Unlocks the expertise in your organization to improve efficiency and customer responsiveness

How quickly can you find an expert in your organization? Are your users accurately recording their expertise? With our Expertise 360° platform, you can leverage the information in Connections and other collaboration platforms to uncover expertise and ensure your teams can identify an available expert and reach out to them appropriately.

Expertise Engine which both Expertise Locator and Social Q&A leverage, mines your enterprise data to uncover expertise based on contributions to your collaboration platform and other corporate knowledge repositories. Social Q&A allows users to search previously answered similar questions or route a question to an expert.

Users can search for experts with the Expertise Locator client or can execute an expertise search using the Expertise widget or chat bot integrated into a corporate application.

Expertise Locator

- Search, identify and contact experts
- View the evidence that determined their expertise
- Create notes on interactions with experts

Social Q&A

- Uses analytics to determine which people are the most appropriate to ask
- Routes questions to inbox and Profile boards of selected experts
- Stores new questions and answers for future re-use

Expertise Engine

- Extracts information from collaborative interactions like blog posts, comments and re-shares
- Analyzes results for patterns and interactions
- Allows for configuration updates based on collaboration platform usage

Expertise 360° improves communication and responsiveness by ensuring team members can find an expert when they need one by either logging a question in Social Q&A to be routed to an expert or reaching out directly from Expertise Locator. Expertise Engine doesn't require users to answer questionnaires or document expertise, but instead analyzes the contributions they are already making to your enterprise. And, if your users have documented their Expertise already, the engine can consume that information as well.

Enable your teams to uncover the expertise all around them.