

TotalBase™

Computer Support Content for BMC® Service Desk Express
from KnowledgeBroker, Inc.

SUPPORT SOLUTIONS

Provide your Help Desk Technicians and End Users an immediate and powerful resource for support. KnowledgeBroker licenses one of the largest proprietary KnowledgeBases of prepackaged content for Microsoft, Lotus and Corel/WordPerfect applications.

KBI's TotalBase is for businesses that need 'everything we have' to support new and legacy applications from the broadest range of vendors. Includes support for desktop and Internet applications, operating systems, hardware and more.

Save Time and Slash Costs

Increase first call resolution rates. Reduce costly escalation and customer call backs. Use the compact design of our solutions to cut Help Desk call times. KBI answers are short, concise and to the point. KBI solutions quickly answer the questions that people really ask.

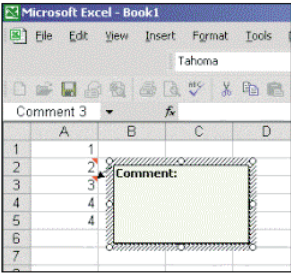
Increase Efficiency

Consistently fast, easy to understand, correct answers help increase call center productivity — analyst to analyst, shift to shift. Reduce costly agent training time by providing KBI's knowledge to new support techs.

EXCEL XP
INSERTING CELL COMMENTS

To insert cell comments in Excel 2002:

1. Click the cell where the comment is to be inserted.
2. From the **Insert** menu, click on **Comment**.



3. Type the comment to be embedded.
4. Click anywhere on the active worksheet to exit the comment box.

Increase the skill level of all your analysts by immediately filling gaps in their technical expertise. Eliminate expensive duplication of effort with a central resource of essential support knowledge.

Gain dramatic ROI. Reduce the total number of incoming calls to your Help Desk by providing your end users 24 x 7 self-help access to straight-forward problem solutions.

Results: Immediate Return on Investment

As support content specialists, we know that these proven business KnowledgeBases reduce expenses and increase call center performance. Review the benefits of our value-based productivity resources and decide for yourself.

- **Best tech support** resource at lowest cost
- **No costly time lags**, no delays for development
- **Instant answers** to FAQs.
- **Reduce call volume** to your Help Desk.
Provide End Users 24 x 7 easy self service
KBI solutions are designed for End Users and IT professionals.
- **Shorter call times. Clear, concise solutions.**
- **Excellent Help Desk Training Tool.**
- **Consistent Answers. Day to day, shift to shift.**
- **Secure. Content resides inside your system.**
No firewall problems. No additional security issues
- **Proprietary Content. No sub-licensing concerns.**
- **Maximum Flexibility.** License what you need to solve computer support business problems.

Keep your Content Current!

All KnowledgeBases updated through an annual subscription.

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TOTALBASE TITLE LIST

MICROSOFT DESKTOP APPLICATIONS

Microsoft Exchange
Microsoft Office 2003
Microsoft Office XP
Microsoft Office 2000
Microsoft Office 97, 95
Microsoft OneNote
Microsoft Publisher 2003
Microsoft Publisher XP
Microsoft Publisher 2000
Microsoft Publisher 98
Microsoft Publisher
Microsoft Active Directory
Microsoft Access 2003
Microsoft Access XP
Microsoft Access 2000
Microsoft Access 97
Microsoft Access 95
Microsoft Access 2.0
Microsoft Encarta Std. 2004
NEW Microsoft Excel 2007
Microsoft Excel 2003
Microsoft Excel XP
Microsoft Excel 2000
Microsoft Excel 97
Microsoft Excel 95
Microsoft Excel 5.0
Microsoft InfoPath
Microsoft Mail 3.0
Microsoft Money 2004
NEW Microsoft PowerPoint 2007
Microsoft PowerPoint 2003
Microsoft PowerPoint XP
Microsoft PowerPoint 2000
Microsoft PowerPoint 97
Microsoft PowerPoint 95
Microsoft PowerPoint 4.0
Microsoft Project 98
Microsoft Project
Microsoft Schedule 95
Microsoft SharePoint Services
Microsoft Visio 2003
NEW Microsoft Word 2007
Microsoft Word 2003
Microsoft Word XP
Microsoft Word 2000
Microsoft Word 97

Microsoft Word 95
Microsoft Word 6.0
Microsoft Works

OPERATING SYSTEMS

NEW Windows Vista
Windows Server 2003
Windows Media Center
Windows XP Professional, Home
Windows 2000
Windows Millennium
Microsoft Windows NT 4
Microsoft Windows NT
Microsoft Windows 98
Microsoft Windows 95
Windows (3.1)
MS Dos 6_22
Linux
OS/2

INTERNET APPLICATIONS

NEW Microsoft SharePoint Designer 7
Microsoft FrontPage 2003
Microsoft FrontPage XP
Microsoft FrontPage 2000
Microsoft FrontPage 98
NEW Internet Explorer 7
Internet Explorer 6
Internet Explorer 5
Internet Explorer 4
Internet Explorer
Netscape 4
Netscape
FTP Windows
HTML/Website

MAIL AND GROUP WARE

NEW Microsoft Outlook 2007
Microsoft Outlook 2003
Microsoft Outlook XP
Microsoft Outlook 2000
Microsoft Outlook 97
Microsoft Outlook 96
Novell Netware 4
Novell Netware 3
Novell Groupwise

HARDWARE/VIRUS

BlackBerry Wireless Handheld
Printers/Scanners
Modems
CD ROM
Hardware
Tape Backup
Iomega
Norton Anti-Virus
Norton Commander
Norton Utilities 3
PCDVD
PCMCIA
PDA
TREQ 650- 850
Winfax

COREL/WORD PERFECT APPLICATIONS

Corel Borland Paradox for Win
Corel WordPerfect Office
Corel Quattro Pro
Corel Envoy
Corel Presentations
Corel WordPerfect 8.0
Corel WordPerfect for Windows
Corel Quattro Pro 9
Corel Quattro Pro 8
Corel WordPerfect for Dos
Corel WordPerfect Macros
Corel WordPerfect 9
Corel Address Book 8
Corel Draw 7
Corel Draw
Corel Perfect Export 8
Corel Photohouse 8
Corel Presentations 8
Corel Central 9

PORTABLE

NEW Citrix OnLine
NEW WebEx
NetMeeting
PC Anywhere 32
PC Anywhere

SUPPORT SOLUTIONS

LOTUS APPLICATIONS

Lotus Notes 6x, 5x, 4x, 3x
Lotus SmartSuite 97
Lotus SmartSuite
Lotus 1-2-3 for Win
Lotus 1-2-3 for Dos
Lotus cc:Mail 96
Lotus cc:Mail
Lotus Ami Pro
Lotus Approach
Lotus Freelance Graphics
Lotus Organizer
Word Pro 9.5
WordPro

GRAPHICS AND DESKTOP PUBLISHING

NEW Adobe Acrobat 8.0
NEW Adobe Acrobat Reader 8.0
Adobe Acrobat 7.0
Adobe Acrobat 6.0
Adobe Acrobat 4.0
NEW Adobe Illustrator CS3
Adobe Illustrator CS2
NEW Adobe Photoshop CS3
Adobe Photoshop CS2
Photoshop Pro 5
Photoshop Pro 4
Adobe Pagemaker
Aldus PageMaker
AutoCAD
Digital Photos
Paint Shop Pro 5
Photo Soap
PhotoDraw 2000
PhotoImpact 4
Picture Publisher
Ulead iPhoto Express
Harvard Graphics for Win/Dos

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