

**TRANSFER YOUR EXPERT KNOWLEDGE**

# Structured knowledge transfer

**Knowledge lodged in the minds of employees is a valuable asset for customer service. Efficient transfer of this knowledge in practice is often a challenge. Empolis Service Express offers special functions for the transfer of expert knowledge, which is easily integrated into daily life and offers benefits for everyone.**

Companies in the manufacturing industry are threatened by the loss of their enormous wealth of knowledge, especially in customer service. One of the primary reasons is the acute shortage of skilled workers, which will be exacerbated in the coming years by demographic change, among other things. In order to prevent this enormous knowledge drain, Empolis Service Express offers a wide range of functions providing great potential for structured knowledge transfer within the company.

The Empolis Service Express AI-based system facilitates the collection and transfer of knowledge to a central knowledge database. This effectively prevents the loss of expert knowledge and ensures the continuous expansion and database updates. Digitalized knowledge is then immediately available to all support and field service employees and supports the transfer of know-how on a daily basis.

The possibility of unrestricted access to service knowledge makes employees more independent in solving problems and accelerates processing

## YOUR ADVANTAGES

**Preservation and transfer of know-how**

Access to digitalized expert knowledge offers employees the opportunity to acquire new knowledge in everyday life as "training on the job". The use of identical procedures also increases service quality.

**Relief of individual experts**

Active exchange among colleagues, not only promotes cooperation, but also a more even distribution of the workload. Thanks to knowledge transfer, service orders can be distributed among more technicians to relieve the workload of individual technical experts in the long run.

**Easy acquisition of knowledge**

Predefined templates facilitate the acquisition of knowledge in everyday life and can be used from any end device. A subsequent manual approval process for newly created content ensures for information accuracy and data quality.

**Learning in daily life**

Thanks to continuous updates, the knowledge database is subsequently expanded with knowledge articles and instructions. The portal will be the first point of contact for employees with questions. This makes them more independent in case processing and they develop further on a daily basis, independent of training.

procedures. Especially colleagues with less experience are thus enabled to carry out repairs themselves and can correct errors faster. At the same time, experienced experts are relieved and can devote themselves to the processing of complex service cases. In this way, manufacturers and service providers reduce their processing times for machine maintenance and repair and additionally increase customer satisfaction.

**Comfortable recording of knowledge**

In daily life, there are various situations in which new service knowledge is created: by trying it out, consulting with a colleague or collecting additional information. With such a wide variety of input channels, the central collection and provision of information is of great added value.

Empolis Service Express allows employees to easily create new entries in the web application or via Mobile Field Service App during their daily work - thanks to predefined templates. In addition to descriptive texts, they can also insert images, videos or other documents to directly and clearly illustrate the described process. Every employee thus contributes to the development and expansion of the knowledge database and promotes the knowledge exchange within the company. In this way, training periods can be shortened, good solutions identified mutually and the knowledge database always current.

**Integrated quality assurance**

After the creation of new knowledge articles, a subsequent internal approval process ensures the quality of new articles. Once approved, the content is synchronized centrally in Empolis Service Express so that new service knowledge is available to all employees within minutes.

**FREE TRIAL**

Get unlimited access to all Empolis Service Express features that help you optimize your customer service - free and no obligation.

[www.service.express/en/test-now/](http://www.service.express/en/test-now/)

**Knowledge Cycle with Empolis Service Express**

