Digital Desktop Support Solutions KnowledgeBase
from KnowledgeBroker

KnowledgeBroker's Digital Desktop Support Solutions KnowledgeBase for Help Desk Technicians and End User self-service make IT tech support faster, easier and cheaper. The KBI KnowledgeBase improves call center metrics by cutting inbound call times and streamlining support with immediate answers to user questions. KBI's Digital Desktop Support Solutions make self-service a reality, not a dream. The KnowledgeBase can import into your ITSM instance. It is fully integrated to optimize the search, reporting and ticketing features of your Service Desk System. KBI's KnowledgeBase is self-contained with no time wasting outside links to other sources.

Support Mobility

Many of our customers are asking for support for a range of devices as they deal with Mobility initiatives. In addition to supporting all of the current Desktop Applications, we also provide Support Solutions for smart phones, tablets, remote connection applications, cloud-based software and much more.

How to make a call when the device is locked

To make a call when the device is locked in BlackBerry:

1. Press the **Power/Lock** key on the top left of the device.

2. Click **Place Call**.

3. Enter the phone number and press the **Send** key.

Better Help Desk Results
For Analysts

Improve First Call Resolution
    --25% on both sides of the support call
Cut Support Desk call times
    --20% with short, step-by-step solutions
Increase consistent answers shift-to-shift

For End Users

Self-Service - Call volume reduction
    --30% or more with end user self-service
Resource and training tool (JITT)
Consistently fast, easy to understand, correct answers

Benefits Start Immediately
Leverage Your Investment

- Add immediate value to your Service Desk System
- Minimize support escalations with Support Solution in the system
- Reduce call volume and add tangible value to your End User self-service portal
- Lower operational costs
- Support ITIL and KCS compliance with a populated KnowledgeBase
- Provide internal teams examples for writing proprietary Support Solutions

Keep your Support Current!

The KBI KnowledgeBase is updated quarterly through our KnowledgeBase Maintenance and Annual Update Plan (KMAP). Keep your KnowledgeBase 'evergreen' with new topics and new titles as they are developed.

Call KnowledgeBroker.

To find out more, visit our website at **www.kbi.com**, send an email to **sales@kbi.**com or give us a call at **+1.626.441.0702**. We are here to help!

KnowledgeBroker
www.kbi.com +1 626 441-0702 info@kbi.com

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KBI's Digital Desktop Support Solutions KnowledgBase XP Forward

MICROSOFT DESKTOP

MS Access 2013, 2010,2007, XP

MS Encarta Standard Edition 2004

MS Excel 2016, 2013, 2010, 2007, XP

MS Exchange 2010

MS InfoPath 2003

MS InfoPath Designer 2010

MS Money 2004

MS Office 2003, XP

MS Office 365

MS Office 365 Excel

MS Office 365 Exchange

MS Office 365 OneNote

MS Office 365 Outlook

MS Office 365 PowerPoint

MS Office 365 SharePoint

MS Office 365 Word

MS Office SharePoint Server 7

MS OneNote 2013, 2010, 2003

MS PowerPoint 2016, 2013, 2010, 2007, 2003, XP

MS Project 2013, 2010

MS Publisher 2013, 2013, 2010, 2007, 2003, XP

MS SharePoint 2010

MS SharePoint Designer 2007

MS SharePoint Server 2013

MS SharePoint Workspace 2010

MS Visio 2013, 2010, 2007, 2003

MS Windows SharePoint Services

MS Word 2016, 2013, 2010, 2007, XP

MS Works 7.0

MS Project 2007

OPERATING SYSTEMS

Windows 10

Windows 7

Windows 8.1, 8.0

Windows Media Center 2005

Windows Server 2008

Windows XP Prof, Home

Android 4.2.2 Operating System

Android 5.0 Operating System

Android Operating System

IOS 6

iOS 9

iPad Operating System

Microsoft Windows Vista

MS Windows RT Operating System

MS Windows Server 2003

MS Windows Server 2003 Active Directory

MS Windows Server 2008 R

MS Windows Server 2008 R2 Active Directory

WiFi Network in Windows XP

Mac OS X 10.5 (Leopard)

Mac OS X 10.6 (Snow Leopard)

Mac OS X 10.7 (Lion)

Mac OS X 10.8 (Mountain Lion)

MS Windows RT Operating System

MS Windows Server 2003

MS Windows Server 2003 Active Directory

DEVICES AND DESKTOP UTILITIES

BlackBerry 10

Blackberry 8800

BlackBerry Storm

BlackBerry Wireless Handheld

iPhone

iPod

MS Windows Phone 8.1, 8.0

PALM Treo 650

PDA

MS Edge

Laptop Mobility

QuickTime Player

Windows Media Player 11

WinZip 19, 12

EMAIL AND MESSAGING

Gmail

Lotus Notes 8.5, 6.5, 6.0, 5.0

MS Outlook 2013, 2010, 2007, 2003, XP

Novell GroupWise 8

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INTERNET BROWSERS

Internet Explorer 11
Internet Explorer 10
Internet Explorer 9
Internet Explorer 8
Internet Explorer 7
Internet Explorer 6
Mozilla Firefox
Safari (Mac X)
Safari (Windows)
Google Chrome

SECURITY

AVG Internet Security 2012
Kaspersky Internet Security 2013
McAfee Total Protection 2013
McAfee Total Protection2010
Norton 360 Premier Edition
Norton Internet Security 2011Norton Internet Security 2010
Symantec Endpoint Protection
Symantec Endpoint Protection 2013
Trend Micro Worry-Free Business Security
Virus
File Encryption Software
Firewal

INTERNET APPLICATIONS

Adobe Connect 9
Cisco AnyConnect
Citrix GoToMeeting
FileZilla
Google Calendar
Google Cloud Print
Google Docs
Google Documents
Google Drive
Google Presentations
Google Spreadsheets
Google Voice
Greenshot
LinkedIn
MS FrontPage 2003
MS FrontPageXP
MS Lync 2010
MS Lync Server 2013
Skype
Skype 2016
Twitter
WebEx

GRAPHICS / DESKTOP PUBLISHING

Adobe Acrobat Reader XI
Adobe Acrobat Reader X
Adobe Acrobat Reader 9
Adobe Acrobat Reader 8
Adobe Acrobat Reader6
Adobe Acrobat XI
Adobe Acrobat X
Adobe Acrobat 9
Adobe Acrobat 8
Adobe Acrobat 7
Adobe Digital Editions
Adobe Dreamweaver CS3
Adobe Illustrator CS3
Adobe Illustrator CS2
Adobe Photoshop CS3
Adobe PhotoshopCS2
Digital Photos

KnowledgeBroker

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KBI's Legacy Digital Desktop Support Solutions

DESKTOP APPLICATIONS
MS Access 2000, 97, 95, Access
MS Encarta
MS Excel 2000, 97, 95, Excel
MS Exchange
MS Mail
MS Money
MS Office 2000, 97, 95
MS PowerPoint 2000, 97, 95, Powerpoint
MS Publisher2000, 98, Publisher
MS Word 2000, 97, 95, Word
MS Works
Schedule 7

OPERATING SYSTEMS
LINUX II
MS DOS 6_22, DOS
OS/2
Windows 2000, 98, 95, Windows
Windows Millennium
Windows NT 4, Win NT
Windows95 OSR2
NetMeeting
PC Anywhere 32, PC Anywhere

BUSINESS AND PRODUCTIVITY
MS Project 98, Project
QuickBooks 5
Quicken

MAIL AND MESSAGING
Lotus Notes
MS Oulook Express
MS Outlook 2000, 98, 97,
Novell GroupWise
Novell Netware 4, Netware

HARDWARE AND DESKTOP UTILITIES
Compaq
Dell
Hardware
IOMega
Laptops
Modems
Norton Anti-Virus
Norton Commander
Norton Utilities 3
PCDVD
PCMCIA
Printers
SoundBlaster Pro II
Tape Backup
Toshiba KnowledgeBase
WinFax
Winfax 8

INTERNET APPLICATIONS
FTP for Windows
HTML
MS FrontPage 2000, 98
MS Internet Explorer 5, 4, Internet Explorer
Netscape 4, Netscape
WebSite
WS-FTP

LOTUS APPLICATIONS
AMIPro
Approach
cc:Mail
cc:Mail 96
Freelance Graphics
Lotus 1-2-3 for Windows, DOS
Lotus SmartSuite
Organizer
WordPro v.9.5, WordPRO

GRAPHICS/DESKTOP PUBLISHING
Acrobat 4
Adobe Pagemaker
Aldus PageMaker
Animation Shop
AutoCAD
Harvard Graphics for Windows, DOS
Paint Shop Pro 5
Photo Soap
PhotoDraw2000
PhotoImpact 4
PhotoShop 5, 4
Picture Publisher
Ulead iPhoto Express

COREL APPLICATIONS
Corel Address Book 8
Corel Central 9
Corel Draw
Corel Draw 7
Corel PerfectExpert 8
Corel Photohouse 8
Envoy
Paradox
Quattro Pro 9, 8, Quattro Pro
Word Perfect Office
Word Perfect Presentations
WordPerfect 9, 8, DOS
WordPerfect Macros
WP Envoy 8
WP for Windows

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