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## High-End Training, Research and Mentoring Space The KnowledgeStation™

### KnowledgeStation™ description

KnowledgeStation™ is a high functionality training and collaboration solution that leverages network communications and the flows of knowledge within a designated disperse classroom, team or multipoint organization and integrates with content and knowledge management. It is designed to impart instruction or consult with mentors or with an expert in virtual time and space (asynchronously) and to carry out videoconferences and interactive training and mentoring sessions in real-time (synchronously). It can also be used to take instant advice and aid in decision support among team members, including instructors, experts, mentors, advisors, content and stored knowledge. It supports application and white board sharing, to present information, and to provide a set of knowledge services remotely. Privacy and security are core components of KnowledgeStation™ because the solution is designed specifically to support selected teams and organizational groups. Administration and access rights are managed by the KnowledgeStation™ Server and all communications are encrypted and kept inside the designated team or organization. The privacy of the solution warrants the identity of the participants where messages can be read only by the designated participant(s). KnowledgeStation™ is made up of the KnowledgeStation™ Client, the KnowledgeStation™ Server and a set of tools to integrate interactive services. These three components service the communications, teamwork and privacy features within a designated classroom(s), team(s) or collaboration group(s) within an organization via a Local Area Network (LAN) or around the world via the Internet.

### KnowledgeStation™ benefits

- ❑ Increases opportunities for online instruction, teamwork and mentoring
- ❑ Cuts down communications and travel costs
- ❑ Helps people share their knowledge, answer questions and refine knowledge and decisions
- ❑ Provides a secure infrastructure for real time team work with instructors and mentors
- ❑ Integrates into existing systems
- ❑ Provides communications and usage logs for control and auditing

### KnowledgeStation™ simplicity

#### Ease of use

KnowledgeStation™ is easy to use. No technical knowledge is required. It has a simple design, based on components and open standards. It can be installed and configured automatically in less than a minute.

#### Versatility

The KnowledgeStation™ interface may be adapted to the particular look & feel of an organization. It may incorporate specific services, and allow integration with existent systems within the organization.

## Interoperability and open standards

KnowledgeStation™ interacts in a clear way with other IM networks (e.g., MS Messenger, ICQ, Yahoo, Jabber, and others) and also with audio & video-conference products (e.g., MS NetMeeting, Unix GnomeMeeting).

## KnowledgeStation™ features

### Contact List and Instant Messaging

Users know who's online at any time and chat individually or in groups. KnowledgeStation™ offers a solid privacy model and visibility control to avoid interruptions. It handles all interactions with other networks: ICQ, MS Messenger, Yahoo, etc. It can be adapted and integrated with other enterprise applications. This makes it possible to use Instant Messaging as a tool to get information from or send commands to other applications.

### Voice and Video over IP

Talk with any person in the world using only a microphone and speakers in a PC. KnowledgeStation™ allows interaction with other products, like MS NetMeeting, as well as asymmetric communication models, such as eLearning.

### Videoconferences among many people

Virtual sessions among classrooms and teams who interact via audio and video, chat in groups, and share a digital whiteboard, applications and documents.

### Remote application visualization

Participate in remote visualizations of any application content (e.g., Word documents, Excel spreadsheets or PowerPoint presentations). The remote user sees the application as if it were local, in the same way as it is being run on the computer where it originated.

### Simultaneous operation of applications

Two users in different computers may operate the same program, running in one PC, simultaneously.

### Software for digital telephony

Communicate, through H323 gateways, with the internal and external telephone networks. The user may talk to other people in the team or organization securely through the Internet, around the world, as well as make phone calls from any part of the world using the PBX of the local office.

### Shared digital whiteboard

Many users may write and draw diagrams on the same whiteboard simultaneously, as well as transfer files including images or screen captures from other applications.

### File transfer

Users can send and get photographs, documents, applications or any file type through a very simple interface, without the size limitations that most email programs have.

### Projects and groups

Define administration through a team coordinator with a hierarchical structure. Besides the groups, each user may create its own projects, assign users to them and associate work sessions to a given project.

### Open architecture

KnowledgeStation™ has an open architecture based on standards (i.e., iXML, H323, WebDAV, Jabber)

## KnowledgeStation™ privacy and security

### Security

- ❑ The KnowledgeStation™ Server is installed within your organization; it manages the users and their access rights, and may be integrated with the organization or corporate directory (as LDAP and others).
- ❑ The information never goes outside your team or organization.
- ❑ KnowledgeStation™ encrypts the communications and assures that the one who sends the message is whoever claims to be, being the receiver the sole reader.

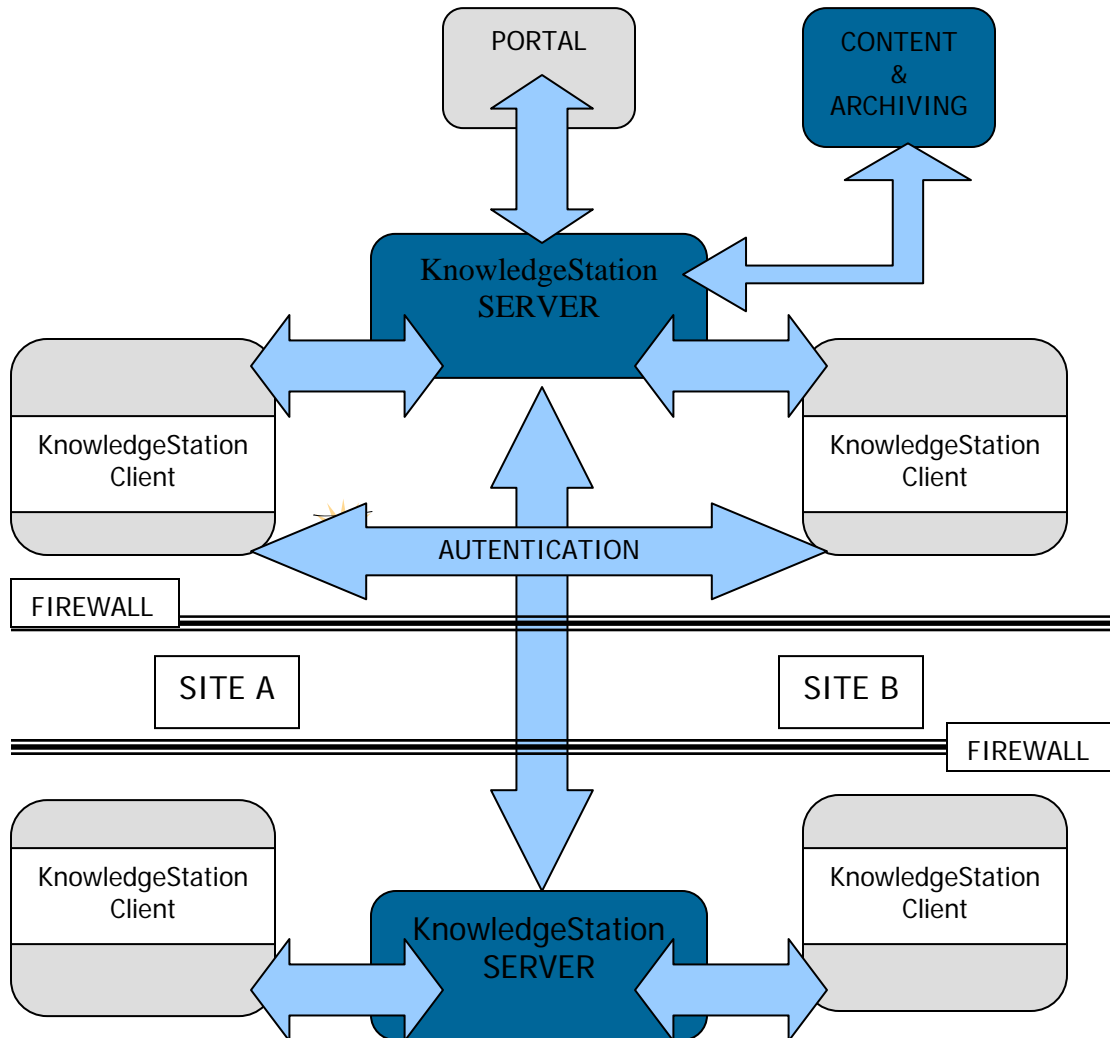
### Control and auditing

- ❑ The administrator may define groups, assign user right of access to other internal and external users (including those from other IM networks such as ICQ, Yahoo and MSN).
- ❑ It keeps logs of the interactive sessions for audit and archival.



# The KnowledgeStation™

## KnowledgeStation™ how it works



## KnowledgeStation™ server

The KnowledgeStation™ Server is the core component functional component used by the KnowledgeStation™ Architecture to organize the content space providing an Object Model that integrates the managed content (documents, structured information, messaging, interactive sessions and unstructured content) as an Object Class Hierarchy of flexible, external repositories. The KnowledgeStation™ Server can run in Windows, Unix and Linux, and use almost all existing database engines as repositories providing a full functionality framework to define, build and execute any application, and includes the following sub-systems:

- ❑ Workflow Server & OLAP Server
- ❑ API's for integration of reusable Java and C++
- ❑ OQL services for Web applications (Struts, Cocoon, Java)
- ❑ Workflow Query Language (WQL) & MDX to query OLAP databases
- ❑ Information Retrieval and Presentation Services
- ❑ Thesaurus & Taxonomy Server
- ❑ Security Manager

## KnowledgeStation™ portal

The KnowledgeStation™ Portal provides integrated access to the KnowledgeStation™ collaboration and content environments. It is used to define the navigation space, execute processes, generate and use content; and multimedia material, and keep track of activities. Users can personalize and customize the Portal, upload and publish content; and create focused applications within the integrated collaboration and content space framework. In addition, the Portal makes available tools such as advanced search engines, events and activities calendars, and other Web-based tools. Server API options provide the opportunities for additional extension of functionality, such as the addition of new pages, tools, applications, etc

## KnowledgeStation™ workflow

KnowledgeStation™ is also an integrated solution for workflow management of distributed teams. It supports agile training through its simplicity, robustness and flexibility. Beyond the typical tools, such as email, and messaging, which are offered by the solution, more productivity tools are provided such as:

- ❑ Plan definitions parameters
- ❑ Progress control monitoring and process control in real-time
- ❑ Task execution definition for document and media production
- ❑ Task assignment specifications for individual use and for team members in a task team
- ❑ Coordination and communications of agendas and activities
- ❑ Shared digital resources for consulting including content, documents, applications, presentations, etc.
- ❑ Organizational tools and efficient search engines

## KnowledgeStation™ VoIP

VoIP is included to create an end-to-end total solution for content and knowledge management that supports all aspects of training and research. The information access benefits offered by voice communications are complemented with the efficiency and low cost of IP telephony. The collaboration environment includes use of Asterisk VoIP and Spix software to support PC-based VoIP hardware components. The component is scalable and cost effective. It supports popular protocols for VoIP including SIP, H.323, IAX2 and it is compatible with standard telephone equipment so that it will connect over analog or digital networks, such as E1 or T1 carrier standards. Typical functionality for an installation includes:

- ❑ Internal access from outside the office via a notebook, PC or phone
- ❑ Integration of geographic exchanges without additional long distance cost
- ❑ Automatic answering and messaging in wav or mp3 formats
- ❑ Automatic rule-based attendant for various dispersed groups
- ❑ FAX conversion to PDF and mail sent to receptionist
- ❑ Call waiting, Conference calls, Call parking
- ❑ Clustering technology

Other typical features include:

- ❑ Security codes, permission and encryption of voice and fax.
- ❑ Rule-based configuration of call distribution in call center mode
- ❑ Usage report in Excel format
- ❑ Programmed configuration of functions and integration with CRMs, IVRs, etc.
- ❑ Integration with Telcos, analog lines, E1/T1 carrier, VoIP (SIP & H.323)
- ❑ Simultaneous use by various service providers and in different geographies
- ❑ Completely configurable and scalable for additional services and integration with external systems