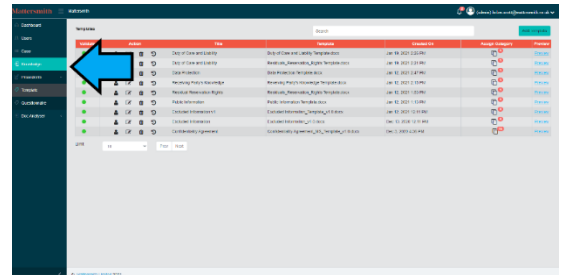


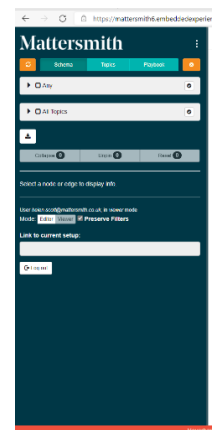
Mattersmith Knowledge Overview

1. Open Knowledge by clicking on 'Knowledge' from the left hand menu.

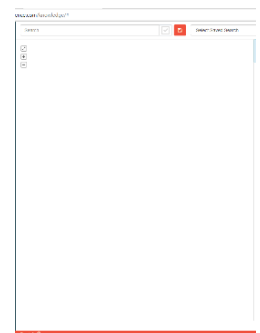


2. The Knowledge interface is divided into three Screens:
 - 2.1

- 2.1 The '**Command**' pane is used to filter the Nodes required using the Class and Topic Filters. Topics may be nested for ease of reference. By expanding the 'Any' filter, and choosing a 'Class', the 'Instance' pane will be populated with the Nodes corresponding to that Class'. These can be reduced using Search and entering keywords. By expanding and choosing a topic in the 'All Topics' filter the 'Playbook' or other Node will be displayed and in the case of a Playbook will be displayed in the 'Utility' pane. The panes can be cleared and refreshed by using the orange buttons at the top of the Command pane.



- 2.2 The '**Instance**' pane is populated with the 'Nodes' which match the selected filters. There is a search facility at the top of the Instance pane which will allow you to search for key words (the search is free-text and is not case sensitive. Searches can be saved if required by clicking on the red disc icon and completing the pop up box. These saved searches can then be used again without having to work through the Command pane. The Instance pane shows the relationships between Nodes.



- 2.3 The '**Utility**' pane will display the playbook. Actions and, where applicable, questions that guide the user through the decision tree. The Playbook 'Actions' and 'Questions' should be followed to the end to ensure that relevant points are not missed. The decision tree expands in the Instance screen and will continue to do so according to the answers made during the course of the Playbook.

