Uses of Knowledge Management Software

Knowledge Management Software is **useful** to support and enhance the organizational processes of knowledge creation, storage/retrieval, transfer, and application. Knowledge Base Management Software is commonly used to complement a help desk or for sharing information among employees within the organization or business unit.

It might store troubleshooting information, articles, white papers, user manuals, or answers to frequently asked questions. Typically, a search engine is used to locate information in the **knowledge base system**, or users may browse through knowledge base categories.

Knowledge Management Software streamlines the entire documentation and knowledge base creation process for companies to share information with employees, customers, and partners. PHPKB is such a knowledge base software that can be utilized by any company, corporation, or organization in numerous different ways:

1. **Product Company**: Provide your customers with access to full information about products you sell, about company you run and terms of service you follow. Receive feedback from your clients with suggestions, questions and thanks to improve the quality of service.
2. **Service Provider**: This could be hosting providing, consulting, business functions, entertainment, health care consulting, information services, social services, or something else. Create web self-service help system covering special valuable topics within selected area.
3. **Educational Organization**: Provide students with centralized knowledge base with courses and learning aids. Students can participate in courses creation and improvement process.
4. **Any Business Company**: Get knowledge management software for internal use. Reduce employee training time. Keep corporate knowledge integrity whenever employee comes or leaves.

Online URL: