Contents

Knowledge Base

A **knowledge base** is a place where the knowledge of an organisation, department, or team can be centralised. Employees collect their team and department knowledge and companies use it to provide an online helpdesk to answer frequently asked questions (FAQs) and share best practices.

Finally, you can find information about products, services, events, organisations, locations and partnerships.

Wikis as a knowledge base

> Load video
> YouTube
> YouTube might collect personal data. Privacy Policy
> ContinueDismiss
> Webinar: BlueSpice 4 (12:43)

Wikipedia and its sister projects are undoubtedly the most popular knowledge bases. Wikis are created to easily and collaboratively add or update knowledge dynamically.

Different contributions are quickly linked together. Over time, wikis become more valuable as the links become richer and more complex.

Wikis, and in particular the Wikipedia software MediaWiki, are designed to allow knowledge to be aggregated and individual wikis to be combined.

Example pages

Startpage layout

Welcome to our BlueSpice Wiki!
The central info platform for our company.

Employee portal   Knowledge base

News

11/04/2022 Another news item

Encyclopedic article

Introduction

With more than 165,000 inhabitants, Regensburg is the fourth-largest city in the State of Bavaria after Munich, Nuremberg and Augsburg.[1]

The medieval centre of the city is a UNESCO World Heritage Site. In 2014, Regensburg was among the top sights and travel attractions in Germany.

Regensburg has three universities and is one of 3 regional centers in Bavaria.

Throughout the centures, the city was known by a variety of names. It is still known in the Romance languages by a cognate of its Latin name of "Ratisbona" (the version "Ratisbon" was long current in English).

Between 1135 and 1146, the Stone Bridge across the Danube was built at Regensburg. This bridge opened major international trade routes between northern Europe and Venice, and this began Regensburg's golden age as a residence of wealthy trading families.

Regensburg became the cultural centre of southern Germany and was celebrated for its gold work and fabrics.
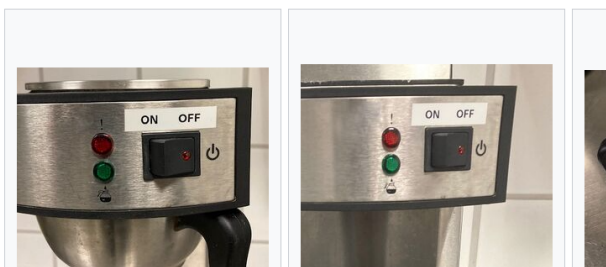
Geography

Topography

Regensburg is situated on the northernmost part of the Danube river at the geological crossroads of four distinct landscapes:

Operating instructions

Coffeemaker

⚠ Never fill in water without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards

Product description

Product description

- Eine stabile Faltschachtel aus brauner Wellpappe.
- Dieser Karton ist theoretisch bis 20 Kg belastbar, je nach Einsatzzweck.
- Einwellige Kartonagen sind optimal für leichte bis mittelschwere Güter.
- Dieser Karton ist eine optimale schützende Verpackung.

Product pictures

Organizations and customers

| Customers | Customer installations |

Examples of customer documentation.

Show 10 entries

	Subscription	Short
IT Competency/Competency Wiki	Premium	Internal
Sound Waves LLC/Production system	Standard	Platform
Top Health Physio/Health Wiki	Standard	Public w
Top Health Physio/Health Wiki Test System	Standard	Public w

Employees query

Show 10 entries

Name	Telephone	Department
Angelika Müller	+49 941 660 80 197	Marketing & Sales
Florian Bäckmann	+49 941 660 80 182	Service & Support
Florian Müller	+49 941 660 80 185	Marketing & Sales
Lydia Willis	+1 212-276-0684	Management Board
Maddison Browne	+1 707-932-510	IT
Nathan Dawson	+1 337-218-3155	IT & Organization

Meeting minutes

Attendees

Antje Kramer (secretary), Mark Pichler, Ursula Gerstmair, Hu Cheng

Agenda

Time	Duration	Topic
10:00 AM	30 min	Review of open leads
10:30 AM	15 min	Strategy: customer relations
10:45 AM	15 min	New pricing concept
11:00 AM	60 min	End of meeting

IT

2021-0

- IT/2

Calendar

April 2022

Mon	Tue	Wed	Thu
28	29	30	31 General
4 8a Spring conference	5	6	7
11	12	13	14 Opening location MUC / General meeting
18	19	20	21

Event planning

Customer Summit 2023

Date / time:	06/26-28 - 9:00 a.m. - 4 p.m.	Venue:	
Organizer:	Marketing	Venue contact:	
Person responsible:	M. Williams	Status:	

Contents [show]

Initial planning phase

Task	Owner	Deadline	Started	

Checklist (form)

Before the first day at work

Administration
- ☑ Create personnel file
- ☑ Request documents (health insurance card, so

Work station
- ☐ Computer
- ☐ E-mail address
- ☐ VoIP, phone number
- ☐ Software licenses
- ☐ Office key
- ☐ Parking permit

Status report

ChatBot introduction

Executive summary [edit | edit source]

The introduction of a chat bot as marketing/sales support was decided by management in 2022. The evaluation of vario progressed so far that a decision can be made. The following information provides an overview of the findings from the

Details

Policy

Travel reimbursement

Overnight stays

Accommodation costs that cannot be proven with receipts are to be reimbursed at a flat rate of €50 per insofar as they were unavoidable and reasonable. An overnight stay of up to €120 is usually considered amount of €120 will only be reimbursed if there is a justified exceptional situation (trade fairs) and the s the business trip together with the business trip application.

Roles and responsibilities

Roles and responsibilities related to this policy

Role	Currently assigned	

Calendar

New event page:	New page with multiple events:

ChatBot introduction

Author:	Robert Dirigl
Reports to:	Marketing Team
Report date:	04/10/23
Project:	ChatBot
Reporting period / milestone:	Q1-2023
Report status:	**finished**

Contents

Executive summary

The introduction of a chat bot as marketing/sales support was decided by management in 2022. The evaluation of various possible uses and different ChatBot services has progressed so far that a decision can be made. The following information provides an overview of the findings from the evaluation phase.

Details

Major tasks that have been completed:

Business area	Topic	Highlights	Unexpected project risks	Lessons learned
Marketing	Marketing /sales decided as the first user of the ChatBot technology	• Determination of the tasks of the ChatBot • Ad Campaign: Planning complete • Designs for ChatBot CI: Drafts are available	• Cost per use varies greatly depending on the bot • Inclusion in website: time depends on website provider	• Good time to enter the AI world • Risks rather minimal as costs can be planned incrementally
IT	Evaluation of the different providers	• Shortlisted (xyAI, ChatSale, WinChat)	• Inclusion in CRM and ERM unclear • Absence of admin staff in Q2	• In general, implementation within 3 months is conceivable
Support	Processing and evaluation of chat contacts	• 3 support staff will be trained accordingly	• no	• High motivation in the support team • Support team needs a way to "train" the bots

Business review

Assess the impact of the key findings for the reporting period.

Metric	Target	Previous period	Current period	Change	New target
Number of ChatBot requests per month	4000	-	-	+ 3000	7000
Costs (up to 50000 requests /month)	-	-	-	-	€400 /month
Expected lead generation	150	-	-	-	400

Measures

Based on the performance of the reporting period, the following actions are implemented for the above metrics.

Number of ChatBot requests per month

Responsible	Measures
Sibylle	1. Announcement of the ChatBot across all marketing channels 2. In the initial quarter: Daily analysis of the chats conducted
Alex	1. Guarantee 100% availability of the bot during the first week (emergency team is ready)

Costs (up to 5000 requests/month)

Responsible	Measures
Angie	1. Daily monitoring of user numbers. Informing marketing management when costs are exceeded.

Expected lead generation

Responsible	Measures
Thea, Malik	1. Evaluation of the chat questions that were asked and a graphical report to the marketing management 2. Ensuring timely processing of all follow-up inquiries

Accompanying Documents

External studies and surveys:

- EOS Chatbot Studie 2021
- Chatbot statistics (simplr.ai)
- Customer satisfaction survey (businesswire)

Coffeemaker

Product description

- Material: (case and basket filter holder) stainless steel
- Incl. Stainless steel insulated pump jug 2.2 liters (inside glass and outside stainless steel)
- Brewing time approx. 5 - 6 min.
- Dry run protection
- Weight: 9 kg
- Dimensions: W 195 x L 360 x H 550
- Content: Pumping jug: 2.2 liters
- Connection: 230 V - 50 Hz - 1.9 kW

How to brew coffee

> ⚠️ Never fill in water without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards!

1. Place the empty **coffee pot** on the machine without the **pumping rod**.

2. **Turn on** the coffemaker. If water has already been added, it will start running through.

3. Put a **coffee filter** in the filter pan.
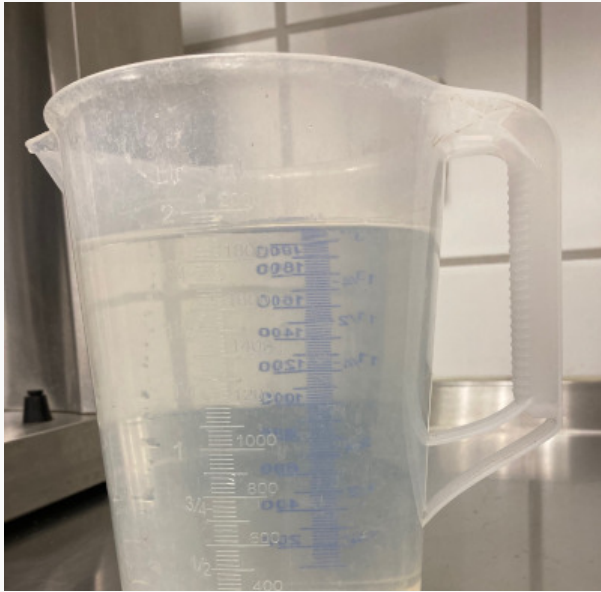
4. Add **8 measuring spoons** in the coffee filter. Use the correct spoon.

5. Attach the **filter pan** to the machine.

6. Fill the provided **measuring cup** with water to the 2 liters mark.

7. Pour the content of the measuring cup into the **water reservoir**.

8. After the coffee is ready, place the **pump stick** in the coffee pot.

9. **Enjoy your coffee!**

Customer Summit 2023

Date / time:	06/26-28 - 9:00 a.m. - 4 p.m.
Organizer:	Marketing
Person responsible:	M. Williams
Venue:	Hotel EventInn
Venue contact:	Joe Pavlovic
Status:	**open**

Contents

Initial planning phase

Task	Owner	Deadline	Started	Finished	Notes
Set goals, collect ideas	Marketing team	01/30		x	documentation
Approve budget	Management	02/15		x	approved with restrictions
Assemble guest lists	Marketing lead	mm/dd	x		guest list
Assemble speakers list	Marketing assistant	mm/dd	x		list of speakers (temporary)
Book venue	Marketing assistant	mm/dd			EventInn (like last year)
Select menu	Marketing assistant	mm/dd			vegan options required
Contract suppliers	Marketing assistant	mm/dd			

Notes

Target new customers and encourage them to participate. Collaborat with project management during the entire preparation phase. They know our customers and can point to potential speakers.

Before the event

Task	Owner	Deadline	Started	Finished	Notes
Set up registration	Marketing assistant	05/01			
Design and distribution of invitations	Marketing assistant	05/01			
Communicate arrival and accommodation	Marketing assistant	05/01			Bookings with event number are possible starting 04/15
Create materials (print / online)	Print designer	05/30			BrightPrint (brochures, agendas, postcards)
Prepare social media campaign	Social media team	05/30			

Task	Owner	Deadline	Started	Finished	Notes
Briefing speakers	Marketing assistant	06/08			Initial contacts via phone to speakers are important from here on!
Finalize program	Marketing lead	06/08			Internal /external procedures have to be finalized by this date
Support participants	Marketing assistant	from 06 /01			Follow-up e-mail to participants; contact potential participants again

Notes

Provide some details if necessary.

During the event

Task	Owner	Deadline	Started	Finished	Notes
Coordinate catering, equipment, etc.	Marketing assistant	06/25			Coordinate catering with hotel. They have catering partners available for all events.
Manage set up	Event support	06/25			New equipment for booth will be deliverd by end of May.
Setup registration desk	Event support, IT support	06/25			

Task	Owner	Deadline	Started	Finished	Notes
Share wifi and password	IT support	06/26-28			IT has to provide 1 support staff at the event location during the entire event.
Support participants	Eventsupport	06/26-28			Registration table has to be staffed during the entire event.

Notes

The parking situation at the hotel is limited during the event period. The participants need additional support this year.

After the event

Task	Owner	Deadline	Started	Finished	Notes
Clean up site	Event support, IT support	06/28			Everything must be removed from the hotel on the last day. There is no storage room.
Wrap up venue tasks	Marketing assistant	07/05			Confirm wrap up with contact from hotel.
Follow up with participants	Marketing assistant	07/05			Send out the standard survey.
Distribute event					Post materials on

Task	Owner	Deadline	Started	Finished	Notes
records (videos, presentations, scripts)	Marketing assistant	07/15			company website in the event section.
Post-mortem analysis	Marketing lead, Management	07/15			Participant feedback, financial analysis, lessons learned, outlook

Notes

The results of the final analysis are presented by representatives of the marketing management at the next staff meeting.

Customers

Customer projects
View and create customers

F
- Finance Miller, Money and Me

H
- Hallo Welt! GmbH

I
- IT Competency

K
- Kitchensink Test Company

M
- MG Laser Consult

O
- Outdoor World XYZ

S
- Sound Waves LLC

T

- [The Whatever Company](#)

Y

- [YourCompany](#)

Employees Query

This page shows a query of the data from the user profiles.

Maxi letter

Maxi letter box with measurements 115x115x45 mm

Contents

Product description

- A sturdy folding box made of brown corrugated cardboard.
- This cardboard box is theoretically loadable up to 20 kg, depending on the intended use.
- Single wall cardboard boxes are optimal for light to medium weight goods.
- This cardboard box is an optimal protective packaging.

Product pictures

Open

Closed

Unfolded

Product data

Label	Value
Item number:	67987745-1
Inside dimensions:	115 x 115 x 45 mm
Outside dimensions:	135 x 120 x 50 mm
Girth:	47,5 cm
Construction type:	Fefco 0427
Quality:	E 1.2 (1,5 mm)
Color:	braun
Weight:	0,04 kg

Label	Value
Volume:	0,6 l
Palette size:	1200 x 800 x 2000 mm
Printable:	yes
Pieces per package:	800
Pieces per palette:	9600

Further sizes upon request

Bulk prices

We grant the following prices (incl. VAT)

- from 50 pieces: 0.62 EUR each
- from 100 pieces each 0.48 EUR
- from 250 pieces each 0.37 EUR
- from 500 pieces each 0.33 EUR
- from 1000 pieces each 0.29 EUR

Delivery time and terms of delivery

- Delivery within a week
- Delivery after payment only

Calculation

Production: 0.15 EUR per piece
Shipping (extra): 20 EUR

Ordering

- At Amazon

Data sheet

- Media:Maxi_letter_-_Data_sheet.pdf

Minutes

Jour fixe

The *Jour fixe* meeting minutes are created using different templates for each department. The minutes are organized as subpages of each department main page.

Management

- Management/2022-03-15
- Management/2022-02-21

Marketing and Sales

There are no meeting minutes

IT

There are no meeting minutes

Documentation

- Tech-writing/2022-01-21-Q2-Planning

Support team meetings

Using the button below, you can create minutes with a form.

Onboarding

New onboarding checklist

All checklists

- Williams Monique

Regensburg

Regensburg (from Latin *Castra Regina*, also lat. *Ratisbona* and *Ratispona*) is the capital of the administrative district Upper Palatinate with seat of the government of the Upper Palatinate as well as the district administrator of the district Regensburg and an independent city in Eastern Bavaria.

Contents

Introduction

With more than 165,000 inhabitants, Regensburg is the fourth-largest city in the State of Bavaria after Munich, Nuremberg and Augsburg.[1]

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View of Regensburg

Between 1135 and 1146, the Stone Bridge across the Danube was built at Regensburg. This bridge opened major international trade routes between northern Europe and Venice, and this began Regensburg's golden age as a residence of wealthy trading families.

Regensburg became the cultural centre of southern Germany and was celebrated for its gold work and fabrics.

Geography

Topography

Regensburg is situated on the northernmost part of the Danube river at the geological crossroads of four distinct landscapes:

- to the north and northeast lies the Bavarian Forest (Bayerischer Wald) with granite and gneiss mountains, wide forests and its national park
- to the east and south-east is the fertile Danube plain (Gäuboden) which are highly cultivated loess plains
- the south is dominated by the tertiary hill country (Tertiär-Hügelland), a continuation of Alpine foothills
- to the West is Franconian Jura (Fränkische Jura)

Loading map...

Climate

The climate in Regensburg is categorized in the Köppen climate classification as Dfb (humid continental). The average temperature of 8.5 °C is slightly above the German average (7.8 °C), the average precipitation of 636 mm per year below the German average (approximately 700 mm). With a total of 1670 sunshine hours per year, Regensburg is roughly 120 hours above German average.[2]

The warmest month of the year, on average, is July. The coolest month of the year, on average, is January.

Gallery

City view	Stone Bridge	Bruckmanndl	Stone Bridge detail

Culture

Theaters

The Regensburg Theater at the Bismarckplatz is 200 years old and is the most important theater of the city. Operas, operettas, musicals and ballets are shown. In summer, open-air performances are carried out as well. With the theater at the Bismarckplatz as the oldest and largest one, the Regensburg theater has four other stages with programmes that complement each other:[3] in the *Neuhaussaal* of the theater at the Bismarckplatz, concerts by the Philharmonic Orchestra Regensburg take place. The Velodrom Theater presents musicals and plays. In the Haidplatz Theater mainly literary and modern plays are performed, whereas the Turmtheater at the Goliathplatz shows modern plays as well, but also cabarets, musicals and plays for children.

Events

Twice a year takes place the Regensburg Dult, the city's Volksfest, which is Bavaria's fourth largest. The Bürgerfest (citizen celebration) in the Old Town is every two years, attracting over 100,000 visitors. Every second weekend in July, knights and other medieval people come together at the Regensburg Spectaculum, a medieval market, on the Stone Bridge. Every December, there are several Christmas markets all over the city.

Nightlife

With over 500 bars, restaurants, clubs and other locations in the inner city alone, Regensburg provides a rich and diverse nightlife due to its young population.

Footnotes

1. ↑ https://www.regensburg.de/buergerservice/statistik
2. ↑ http://www.physik.uni-regensburg.de/forschung/wegscheider/gebhardt_files/skripten /EuropaeischeWetterlagen.Hagner.pdf
3. ↑ http://www.regensburgtravel.com/theater.html

External links

- City website (in German with international pages)

Startpage 1

Welcome to our BlueSpice Wiki!
The central info platform for our company.

Employee portal

Knowledge base

Processes

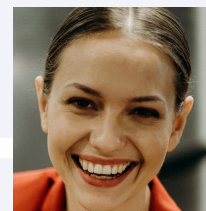**Startpage/Minutes**

Wiki help

News

11/04 /2022	Another news item
10/19 /2022	Deep learning with light
08/18 /2022	Hallo Welt! moves cloud instances to Hetzner data centers
07/17 /2022	Another news item

Contacts

If you don't have the correct permissions for this wiki, please contact <Contact person>. For questions about contributing to this wiki, ask your department manager.

Meeting minutes

Latest minutes
- Minutes:Departments

- Minutes:The Whatever Company/2023-01-25
- Minutes:Management/2022-03-15
- Minutes:Tech-writing/2022-01-21-Q2-Planning
- Minutes:Management/2022-02-21

⊙ view minutes

Recent changes

- Demowiki/Moreinfo
- Organization
- Organization Form
- Hallo Welt! GmbH
- IT Competency
- Finance Miller, Money and Me

New employees

Horst Schreiber

Documentation
Technical Writer

Maik Kalb

Product and Technology
Developer

[Sarah Naumann]

Marketing
Social Media Consultant

[Paul Arnoux]

Product und Technology
Server Administrator

[Pınar Güler]

Sales
Sales Agent

[Emma Røgeberg]

Marketing
Customer Relations

- B
- C
- Ic
- M
  m
- N
  e
- N
- R
  cl

Travel reimbursement

Owner / assigned to:	Accounting
Scope:	Company-wide
Approver:	Niklas Pavlika (Head of Finances)
Status:	Effective
Valid from - to:	01/27/2023 -

Contents

Purpose

This policy regulate the reimbursement of travel expenses for employees on business trips in Germany and abroad.

Provisions

All employees at the company headquarters, in the branch offices or employees at remote workplaces submit their applications for reimbursement of travel expenses, advance payments and their travel expenses and material costs via the portal https://reimbursement.mycompany.com.

Every employee receives their personal user access to this portal after applying via the HR department.

Rules

Business trips

A business trip carried out on behalf of the employer must be approved electronically by a supervisor before the trip begins and costs are incurred. Excluded from this are business trips within the place of work or residence and daily appointments of less than eight hours within a federal state (field trips, errands).

Entitlement to travel allowance

In principle, travel expense reports should be submitted as soon as possible, but no later than three months after the end of the business trip. Six months after the end of the business trip, the entitlement to reimbursement of travel expenses expires. In the case of trips abroad, a travel plan must also be attached to the business trip application and a travel report to the travel expense report.

Travel and flight reimbursement

The following rules apply:

- When traveling by **public transport**, the necessary costs of the lowest class will be reimbursed. The travel expenses include also the expenses for surcharges and surcharges for trains and reservation fees. The costs of a Bahncard are reimbursed proportionately up to the amount of the purchase price, as they lead to savings in the case of business trips.
- The costs for the **taxi and rental car** will only be reimbursed in justified cases. Justified cases are:
  - The main means of transport or the apartment cannot be reached in any other way,
  - the place of business cannot be reached otherwise or on time,
  - the state of health of the employee makes this necessary,
  - the journey must take place between 11 p.m. and 6 a.m.,
  - there is a concrete danger to the employee,
  - heavy or bulky luggage must be carried.
- **Parking fees** are reimbursed up to €12 per day.
- **Flight costs** will only be reimbursed if there are business reasons (due to appointments) or economic reasons (time and cost savings) and in the amount of economy class. Approval for the flight and the assumption of costs must be obtained from the supervisor before the start of the business trip together with the business trip application. Bonus miles earned for work may only be used for work.

Overnight stays

Accommodation costs that cannot be proven with receipts are to be reimbursed at a flat rate of €50 per night. If the accommodation costs are higher, they will be reimbursed insofar as they were unavoidable and reasonable. An overnight stay of up to €120 is usually considered reasonable. Costs for overnight stays that exceed the maximum amount of €120 will only be reimbursed if there is a justified exceptional situation (trade fairs) and the supervisor has approved the assumption of costs before the start of the business trip together with the business trip application.

Roles and responsibilities

Roles and responsibilities related to this policy

Role	Currently assigned	Responsibility	Supporting documents
Head of Finances	Niklas Pavlika	Review the accuracy of the policy	n/a
Financial accountant	Tina Rimbaud	Processing of travel expenses and material costs	n/a
Head of HR	Monique Reed	Grant access to the billing portal	n/a

Role	Currently assigned	Responsibility	Supporting documents
Direct manager (team or department lead)	accordingly	Approve trips	n/a

Definitions

Definition of key terms in this guideline:

- **Travel costs:** All costs that arise in connection with a trip, such as transport costs (travel costs by car, train, plane or ship), accommodation costs, additional meal expenses and ancillary travel costs.
- **Material costs:** Costs that cannot be assigned directly to an order, with the exception of salaries and ancillary salary costs. Here, for example: additional room costs, insurance or repairs.