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## 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

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Load video

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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.<sup>[1]</sup>

The medieval centre of the city is a UNESCO World Heritage Site [\[2\]](#). 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 centuries, 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.[\[3\]](#)

#### Geography

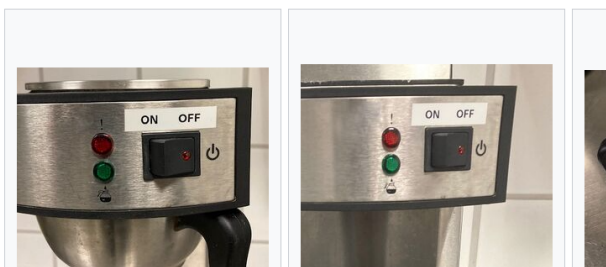
##### Topography

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 afterward.



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 v
Top Health Physio/Health Wiki Test System	Standard	Public v

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

<div>&lt; &gt; Today  </div> <div>April 2022</div>				
Mon	Tue	Wed	Thu	
28	29	30	31	General
4	5	6	7	
8a Spring conference				
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	
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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

- 3 Business review
- 4 Measures

4.1 Number of ChatBot requests per month  
4.2 Costs (up to 5000 requests/month)  
4.3 Expected lead generation
- 5 Accompanying Documents

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 i amount of €120 will only be reimbursed if there is a justified exceptional situation (trade fairs) and the si the business trip together with the business trip application.

Roles and responsibilities

Roles and responsibilities related to this policy

Role	Currently assigned	
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