

Contents

1. Main Page .....	2
2. Documentation System .....	4
3. Integrated Management System .....	8
4. Knowledge Base .....	12
5. Organization Manual .....	17

## Main Page

# Welcome to our BlueSpice Demo

BlueSpice pro is your enterprise wiki for building a modern knowledge base. Try it out now!



Log in now

Username: **Testuser** /

Password: **hallowelt**

The content in this demo wiki is deleted daily at 0 a.m. (UTC).

## Come on board: Test some use cases

### Tour 1 Knowledge Base

Helpdesk, glossary, FAQ: Transform your enterprise into a knowledge-based organization.

### Tour 2 Integrated Management System

Quality, risk, or compliance management — all documented in one spot.

### Tour 3 Documentation System

Whether IT, project or technical documentation: Find operational information quickly if necessary.

## Tour 4 **Online / Organization** **Manual**

Organize your manuals the wiki way with optional PDF output.

## Next steps

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### **You've got questions?**

BlueSpice Sales Team

[sales@hallowelt.com](mailto:sales@hallowelt.com)

+49 (0)941 660 800

### **Webinars**

Get live impressions  
of BlueSpice.

**>>> Our webinars**

### **Helpdesk**

Usage tips, orientation  
and help.

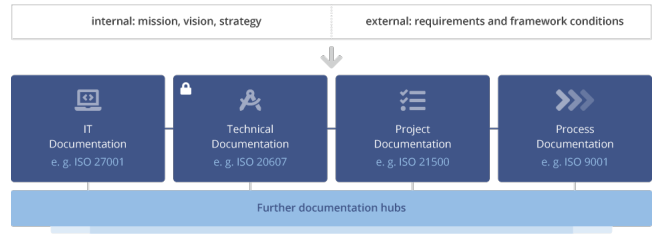
**>>> Go to helpdesk**

## Documentation System

Tour 3 Documentation System

next: [Customer documentation](#)

A **documentation system** supports the company in archiving documents. These systems are of outstanding importance for the company to be able to reproduce processes, decisions and agreements.



Documentation systems are used in project documentation, [technical documentation](#) or IT documentation. In order for them to fulfill their purpose, it is necessary to be able to use them to quickly collect, categorize and retrieve information.

### Documentation in a wiki

Wikis were developed to centrally collect and organize the knowledge of different experts. They are therefore ideal documentation systems and have long since become the standard documentation system, not least in IT.

- *Collaboration without prior knowledge:* With the visual editor, images can be quickly integrated into an article using "drag & drop".
- *Office documents:* Documents in other formats (Office, PDF etc.) can be attached to an article just as quickly.
- *Creation of structured data:* The documentation can be enriched with structured data (attributes) that can be processed inside and outside the system. (Semantic MediaWiki)
- *Page versioning:* The traceability and reproducibility of all changes in the documentation enable the management of legally required information and, if necessary, safeguard against liability.

Example pages

Customer documentation

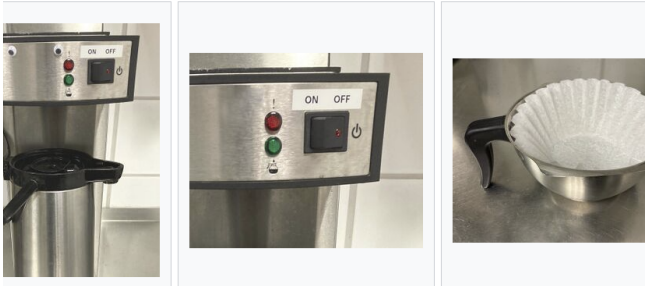
	Contact since	2017	Status
ner	Account Manager	Doe, John	Technical Contact

Company/Development System (Contract Type: Subscription)  
Company/Documentation (Contract Type: Subscription)  
Company/Production System (Contract Type: Subscription)

Step-by-step instructions

coffee

er without immediately brewing coffee. Flooding can occur if the tank is filled again afterwards!



IT documentation

rowser's JavaScript console, enter `person` into it, and press `Enter / Return`. You should get a r  
lines:

t]

you've just created your first object. Job done! But this is an empty object, so we can't really do  
JavaScript object in our file to look like this:

```
{
  'Smith'],
le',
['music', 'skiing'],
on() {
s.name[0] + ' ' + this.name[1] +
this.age + ' years old. He likes ' +
```

Operating instructions

metal tines (fork) that can be pushed under the pallet. In front of the tines there are small, downwardly extendable  
er side there are one or two steerable rollers. With the load and castors, the lifting tines can be adjusted parallel to  
tth a hydraulic lifting cylinder and a linkage. This way, the pallet can be raised for shipping. The handle is used for  
nd in non-powered devices as a lever for a hydraulic pump, which feeds the lifting cylinder. On the handle or near the  
rating option for the hydraulic valve (lifting / driving / lowering). Electric pallet trucks follow the operator by means of  
files.

ions

ual UVV test (according to the guidelines of the employers' liability insurance association) is mandatory for an  
c.  
tpetence (driving license) for driving electric pallet trucks is not required if the pallet truck is controlled by a traveling  
pedestrian. In this case, according to the German Employers' Liability Insurance Ordinance § 7 (2) BGV D27,  
driver in the handling of the lift truck is sufficient. The assignment of the driver does not have to be in writing in this



Electi



Mathematical formula

response is going to be the derivative of this:

$$\frac{di_{o\mu}}{dt} = 0 + \frac{1}{2}e^{-t}(\cos t + \sin t) - \frac{1}{2}e^{-t}(-\sin t + \cos t)$$

$$e^{-t}(\cos t + \sin t + \sin t - \cos t) = e^{-t} \sin t: I_s = 1 + \cos t$$

$$\int_0^t i_{o\mu}(t - \tau) I_s(\tau) d\tau + C_1$$

$$\int_0^t e^{-(t-\tau)} \sin(t - \tau)(1 + \cos \tau) d\tau + C_1$$

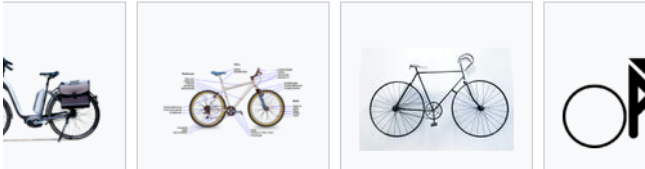
$$\frac{\cos t}{5} + \frac{2 \sin t}{5} - \frac{7e^{-t} \cos t}{10} - \frac{11e^{-t} \sin t}{10} + \frac{1}{2} + C_1$$

Categorized product images

Accessories (2 F)  
Bikes (4 F)

Open category "Bike"

Showing 8 files are in this category, out of 8 total.



Tour 3 Documentation System

next: [Customer documentation](#)

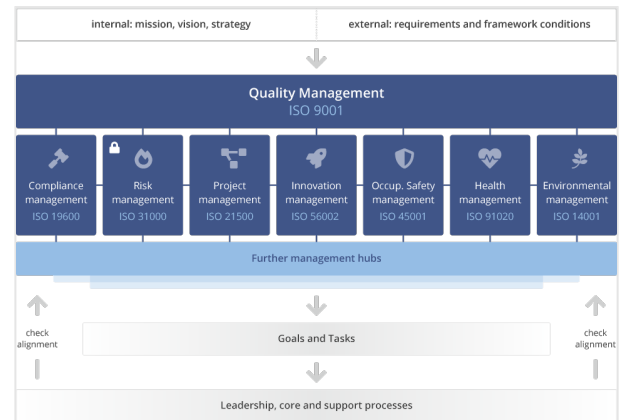
## Integrated Management System

Tour 2 [Integrated Management system](#)

next: [Process map](#)

An **Integrated Management System (IMS)** brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Risk management (ISO 31000)
- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).



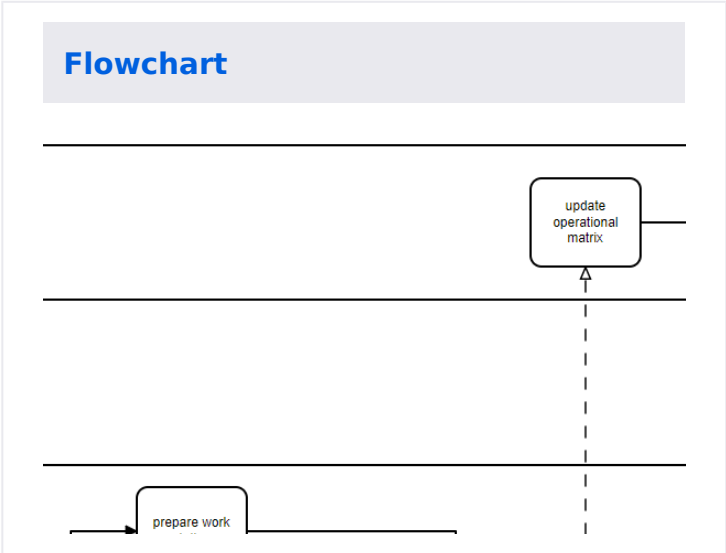
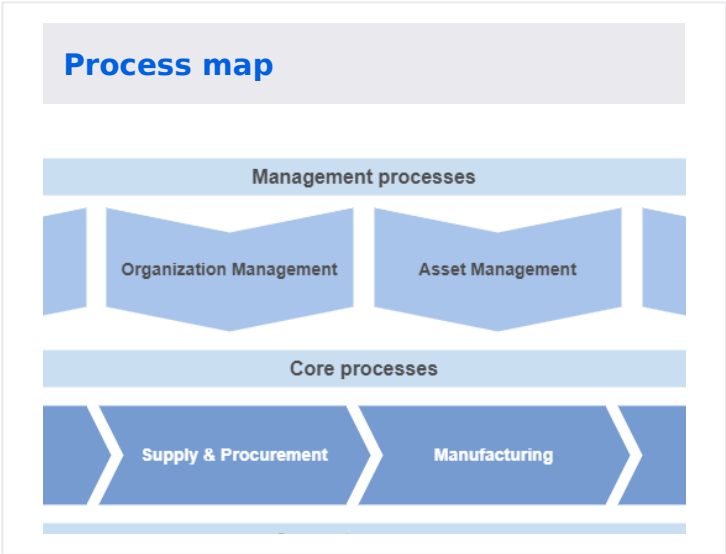
## Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:

- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.



Example pages

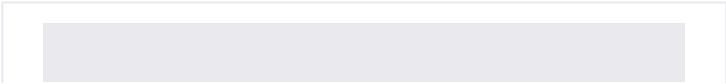


**Role definitions**

ns

[New page](#)

◆	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.



Process descriptions

ptions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Company, Project Management		Andrew Hayes		Approved	
	Project Management, Sales		Margie Castillo		Approved	
	Company		Carlos Olson		Approved	

Work instructions

ions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Sales		Andrew Hayes		Approved	1
	Sales		Margie Castillo		Approved	J

Risk entries

Add new risk

Search:

↕	Affected Domain	↕	O Factor	↕	M Factor	↕	Current Level	↕	Curre Proba
iss uity			D3				Medium		Possible

Incident reports

ner data accidentally disclosed	Reported inte
tection	Reported exte
9/21	Closed?
confidential customer data	

customers data was accidentally exposed for 5 minutes in the ticket.

## 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

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.<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

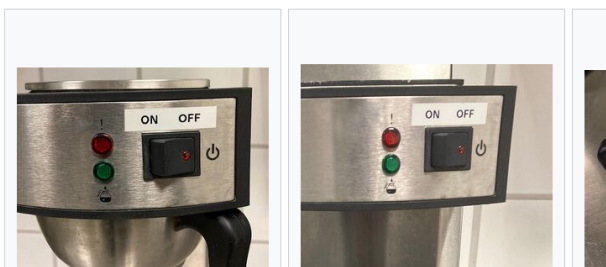
##### Topography

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	Genera
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	
------	-------	----------	---------	--

## 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	
------	--------------------	--

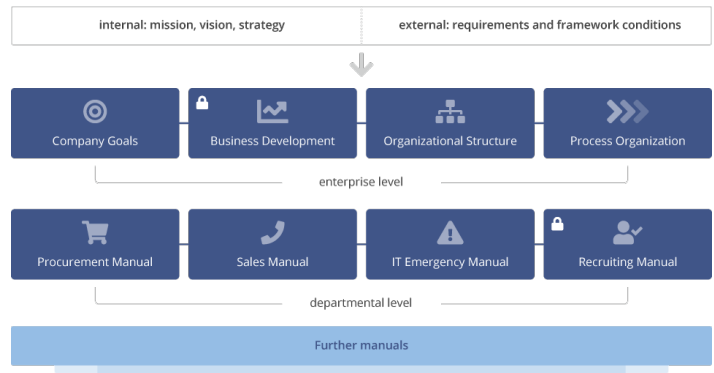


## Organization Manual

Tour 4 [Organization Manual](#)

next: [Organization Manual](#)

An **Organization Manual** is a structured summary of all regulations of a company. An organization Manual contains, for example, the company history, goals, definitions, organizational instructions and guidelines. If no separate [Quality Handbook](#) exists, the Organization Handbook can also contain all processes and work instructions.

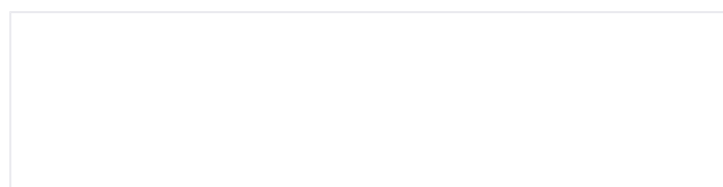


## Organization Manual in a wiki

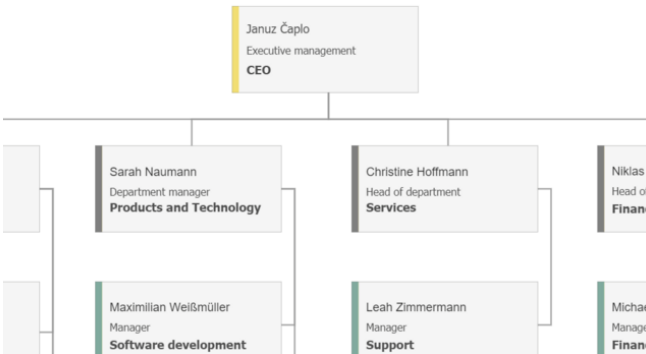
A Wiki is the ideal platform to provide and maintain an Organization Manual online:

- **Central point of entry:** The Wiki provides employees and employers with a central point of contact to look up uniform routine processes in their daily work:
  - Employees can use the search function to quickly find all important regulations.
  - The [notification system](#) keeps them informed of all new developments.
- **Legal requirements:** Pharmaceutical companies or banks, for example, must ensure that they have "access at all times to the standardized written processes, regulations, rules and organizational structures" of their company.

## Example pages



Org chart



Page approval

n offer

aft

Approve

Work instruction

WI-S-01

:: ISO 9001:2015 - 5.3 Organizational roles, responsibilities

Tour 4 Organization Manual

next: [Organization Manual](#)