

KCS v6 Verified Technology Demo Scenarios

For purposes of this demo the following user roles and business roles should be created. Note: the *Verified* tool must support the flexibility to do any combination. See details in self-assessment spreadsheet and KCS v6 Practices Guide.

Highlighted items are new for KCS v6. If you are upgrading your tool from KCS Verified v5 to KCS v6 Verified, you only need to complete the items that are highlighted.

KCS Candidate can set:

Article Confidence to **WIP and Not Validated**
 Article Audience (formerly visibility) to **Internal only**
 Article Governance to **Experience Based only**

KCS Contributor can set:

Article Confidence to **WIP, Not Validated, Validated, or Archive**
 Article Audience to **Internal only**
 Article Governance to **Experience Based only**

KCS Publisher can set:

Article Confidence to **WIP, Not Validated, Validated, or Archive**
 Article Audience to **Internal if WIP or Not Validated. External if Validated**
 Article Governance to **Experience or Compliance Based**

Scenario 1: External Self-Service to Incident - New Article

Scenario 1: External Self-Service to Incident - New Article	Comments	Complete
Go to self-service portal		
Capture requestor issue		
Launch a search using all relevant information		
Display results from multiple content repositories (optional)		
View offered KCS article and one other content source (optional)		
Create incident/opportunity from self-service portal. The included environment information (optional), issue, and viewed content are preserved and automatically populated.		
Login as KCS Publisher (Responder)		
Responder opens incident, refines, and searches again		
Display results from multiple content repositories (optional)		

Issue not resolved		
<p>KCS Publisher creates new KCS article by selecting an article template type. The environment information (optional), and issue are automatically populated in the KCS article template.</p> <p>The statements template shall include and not be alterable by the user:</p> <ul style="list-style-type: none"> • Issue • Environment • Resolution • Cause • Comments or feedback 		
<p>Demonstrate that the KCS article supports and retains basic formatting including preservation of line breaks, and that there is no arbitrary limit to the length of template sections. Include bullets and numbered lists in the resolution field. Insert a hyperlink to another related article.</p>		
<p>Search using entire contents of article to check for duplicates</p>		
<p>Set a statement or section as internal only audience</p>		
<p>KCS Publisher should have the option to select field settings. Set:</p> <ul style="list-style-type: none"> • Article Confidence to Validated • Article to Audience to External • Article Governance to Compliance Based 		

Scenario 2: External Self-Service - Reuse Article. Add and Process Feedback

Scenario 2: External Self-Service - Reuse Article. Add and Process Feedback	Comments	Complete
Go to self-service portal		
Capture requestor issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Show reuse indicator on KCS articles		
Open KCS article		
Add comment or feedback on the KCS article		
Demonstrate reputation feedback button		
Log in as a KCS Publisher		
Find article with feedback by using queue for flag		
Edit article to incorporate feedback		
Reset status of article to published		
Show version history of article		
Show feedback history, turnaround time		
Show how feedback gets reported back to the requestor who submitted it		

Scenario 3: Internal Reuse with Incident

Scenario 3: Internal Reuse with Incident	Comments	Complete
Go to internal incident management tool. Login as KCS Contributor		
Capture requestor issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Show reuse indicator		
Open KCS article		
Link KCS article to the incident		
Show linking indicator on incident and on KCS article		
Unlink the KCS article from the incident		
Show metadata and history of KCS article		

Scenario 4: Internal Fix-it with Incident

Scenario 4: Internal Fix-it with Incident	Comments	Complete
Go to internal incident management tool. Login as KCS Contributor		
Capture requestor issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Edit KCS article		
Updates KCS article to add additional information from issue description		
Set: <ul style="list-style-type: none"> • Article Confidence to Validated • Article to Audience to Internal • Article Governance to Experience Based 		

Scenario 5: KCS Candidate Creates Article with Incident, Check for Duplicates

Scenario 5: KCS Candidate Creates Article with Incident, Check for Duplicates	Comments	Complete
Go to internal incident management tool. Login as KCS Candidate		
Capture requestor issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Create KCS article		
Update KCS article to add additional information from issue description		
Search again using entire contents of the KCS article in order to find potential duplicates		
Set: <ul style="list-style-type: none"> Article Confidence to WIP (Validated not an option) Article Audience to Internal (External not an option) Article Governance to Experienced Based 		

Scenario 6: Report and Merge Duplicates

Scenario 6: Report and Merge Duplicates	Comments	Complete
Log into KM tool as KDE		
Demonstrate mechanism to find and merge duplicate articles		

Scenario 7: Administration

Scenario 7: Administration	Comments	Complete
Log in as administrator		

Create new user		
Add to user groups		
Show privileges		
Show mechanism to configure article templates		
<p>Demonstrate logic to implement business rules by user role (KCS Candidate, KCS Contributor, KCS Publisher) for Article Confidence, Article Audience, and Article Governance.</p> <p>KCS Candidate can set:</p> <ul style="list-style-type: none"> Article Confidence to WIP and Not Validated Article Audience to Internal only Article Governance to Experience Based only <p>KCS Contributor can set:</p> <ul style="list-style-type: none"> Article Confidence to WIP, Not Validated, Validated, or Archive Article Audience to Internal only Article Governance to Experience Based only <p>KCS Publisher can set:</p> <ul style="list-style-type: none"> Article Confidence to WIP, Not Validated, Validated, or Archive Article Audience to Internal if WIP or Not Validated. External if Validated Article Governance to Experience or Compliance based 		
Show mechanism to configure automated publication of articles. (90 minutes for indexing)		
Show interface provided for search tuning		

Scenario 8: Reports

Scenario 8: Reports	Comments	Complete
Show reporting capabilities. Must show and deliver copies of all the reports from the Self-Assessment worksheets (Performance Assessment Worksheet)		

Scenario 9: Unique ID System of Record to Assisted - New Article

Scenario 9: Unique ID System of Record to Assisted - New Article	Comments	Complete
Login as an assisted responder with KCS Contributor rights		
Responder captures requestor's inquiry from a channel of assistance other than an incident, can be a sales opportunity, chat inquiry, statement of work, HR inquiry etc. Responder populates search.		
Responder launches a search using all relevant information from inquiry		
View offered KCS article		
Responder refines and searches again		
<p>Responder creates new KCS article. The environment information (optional), and issue is automatically populated in the KCS article template. The statements template shall include:</p> <ul style="list-style-type: none"> • Issue • Environment • Resolution • Cause • Comments or feedback 		
<p>Responder sets</p> <ul style="list-style-type: none"> • Article Confidence to WIP (all confidence levels should show up in pick list) • Article Audience to Internal • Article Governance to Experienced Based 		
Set a system of record field in the KCS article that can be used to report on where the requestor's unique system id of inquiry originated (sales opportunity id, chat inquiry hyperlink, statement of work, HR inquiry etc.)		

Scenario 10: External Self-Service No ID System of Record Explicit Reuse Article

Scenario 10: External Self-Service No ID System of Record Explicit Reuse Article	Comments	Complete
Go to self-service portal		
Capture requestor issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Show reuse or relevance indicator on KCS articles		
Open KCS article		
Demonstrate explicit reputation, this helped button, star rating, or thumbs up. Only one required.		
Leave feedback in written feedback field		
Log in as a KCS Publisher		
Find article that just received feedback		
Show explicit feedback/reuse counter on article		
Show page views on article		
Show version history of article		

Scenario 11: External Self-Service, No ID System of Record Search Behaviors, Log of Search Strings and Click Streams on Articles

Scenario 11: External Self-Service, No ID System of Record Search Behaviors, Log of Search Strings and Click Streams on Articles	Comments	Complete
Login to external self-service portal as a requestor		
Capture customer issue and environment information		
Launch a search using all relevant information		
Display results from multiple content repositories		
Open KCS article		
Search again		
Open and print KCS article		
Search again		
Open different KCS article		
Close browser or window		
Show Search behavior/log of search strings and click stream (may require integration)		