

EMPOLIS KNOWLEDGE EXPRESS	Starter	Search	Collaborate	Enterprise
Features				
<b>Intelligent Search and Portal</b>	The intelligent search automatically completes search queries, sorts the results according to relevance and suggests topic-related documents. Among other things, the integrated workspace directly displays the right places in the document.			
AI-based Search Function	x	x	x	x
Linguistic and Semantic Search	x	x	x	x
Full text search	x	x	x	x
User Interface and Search Function in English and German	x	x	x	x
Other languages for user interface and search languages: French, Italian, Spanish, Chinese (Simplified). Additional search languages: Dutch, Russian, Arabic, Portuguese. Other languages on request for an extra fee		(x) 100 € for 1 additional language 250 € for 3 additional languages 450 € for 7 additional languages	(x) One further language included 100 € for 1 additional languages 250 € for 3 additional languages 450 € for 7 additional languages	x
Search in structured and unstructured content	x	x	x	x
Search suggestions with automatic classification	x	x	x	x
Spellchecker based on levenshtein algorithm	x	x	x	x
Synonym search	x	x	x	x
Faceted, hierarchical navigation	x	x	x	x
Configurable search filters	x	x	x	x
Personal favorites	x	x	x	x

Save search	x	x	x	x
Detail view for hits	x	x	x	x
Sorting of the result list (relvance, date, alphanumeric)	x	x	x	x
Role-based visibility of documents	x	x	x	x
Dynamic display of related topic content	x	x	x	x
Highlight relevant parts of the document	x	x	x	x
Calling the right page in the document (support for PDF, MS Office and HTML)	x	x	x	x
Direct access to the matching page	x	x	x	x
History (display of the 20 most recently opened service information)	x	x	x	x
News	x	x	x	x
Expert search (Phrases, Wildcards, Boolean operators)	x	x	x	x
Share link (open link without login, 14 days time validity)	x	x	x	x
<b>Knowledge Graph Editor</b>	The Knowledge Graph Editor is a web interface with which customer-specific business knowledge is maintained in a knowledge graph.			
Access via the web interface	x	x	x	x
Edit terms, synonyms and filters	x	x	x	x
Import data via JDBC, XML, CSV	x		x	x
Nodes in the Knowledge Graph	10.000 (more nodes on request)	10.000 (more nodes on request)	10.000 (more nodes on request)	10.000 (more nodes on request)
Knowledge Panel	x		x	x
<b>Smart Knowledge</b>	Smart Knowledge enables the structured capture of knowledge by allowing the user to select the required type from a set of templates. The actual content can be entered via the integrated WYSIWYG editor.			
Templates for instructions and service cases	x		x	x

Additional templates	(x)		3 Templates inklusiv	3 Templates inklusiv
Metadata by own attributions, terms and synonyms	x		x	x
Easy editing of knowledge articles	x		x	x
Support of numerous file types as attachments (maximum file size 40 MB)	x		x	x
Publication preview	x		x	x
Easy publishing and distribution of articles in the Service Express portal	x		x	x
Manual publication process incl. Status	x		x	x
Access restrictions based on user roles	x		x	x
Mobile capture and transmission of service knowledge (with online portal)	x		x	x
Multilingual recording of instructions and service cases	x		x	x
Translation management (depending on the number of languages booked)			x	x
Autotranslate (automatic translation of instructions and service cases)			50.000 characters included Per 1 million characters / 40 € per month	50.000 characters included Per 1 million characters / 40 € per month
External data sources (Connection of various helpdesk and ticket systems)			(x) 100,00 € per month	x
Legacy data import			(x)	(x)
<b>Service Dialog for guided troubleshooting</b>	Guided fault diagnosis based on intelligent decision trees helps service staff isolate problems and identify solutions.			
Search for relevant fault diagnoses and solutions	x	x	x	x
Configurable standard procedure	x	x	x	x
Role-based access authorization	x	x	x	x

Return option	x	x	x	x
Editor for creating guided dialogs / error diagnostics	x	x	x	x
Additional 100 service dialogs (E,Q,P)	x 100,00 € per month	x 100,00 € per month	x 100,00 € per month	x 5.000 dialogs included 100,00 € per month
Modularization of subtrees	x	x	x	x
Integration of additional multimedia information	x	x	x	x
<b>Community &amp; Team Knowledge</b>	Community & Team Knowledge enables service employees to solve problems faster together with the relevant experts in the Field Service App. The resulting knowledge can in turn be shared with the entire community via the knowledge transfer loop.			
View and edit the own profile	x		x	x
User Management	x		x	x
Team Management	x		(x)	(x)
Joint problem solving in the Field Service App (iOS, Android)	x		(x)	(x)
Publication of solutions (solved problems) in portal and field service app	x		(x)	(x)
<b>Custom Portal</b>	With the "Custom Portal" extension package, Empolis Knowledge Express can be individually tailored to customer-specific requirements. A range of options are available for this within the framework of a Custom Portal.			
Branding		(x)	(x)	(x)
Vanity URL		(x)	(x)	(x)
Search Hook		(x)	(x)	(x)
<b>File Manager</b>	The document management offers the possibility to import files, to mark them manually with metadata and to publish them into the system.			
Upload Files (file format)	Archive (ZIP)	Archive (ZIP)	Archive (ZIP)	Archive (ZIP)

Maximum file size	400 MB	400 MB	400 MB	400 MB
Manual tagging with metadata	x	x	x	x
Feedback evaluation	x	x	x	x
<b>Empolis Box and Custom Extensions</b>	Empolis Box offers interfaces for synchronizing data sources in order to make information contained therein available in Service Express. Custom extensions can be used to edit data before import.			
Empolis Box	x	x	x	x
Empolis Box (supported data formats)	- Excel (.xls, .xlsx, .ods) - PowerPoint (.ppt, .pptx, .odp) - Word (.doc, .docx, .odt) - PDF (.pdf) - Text (.txt, .log, .rtf) - Web (.htm, .html) - Pictures (gif, jpg, jpeg, png, bmp, svg) - Video (mp4) - Executables (exe) - Archive (zip)	- Excel (.xls, .xlsx, .ods) - PowerPoint (.ppt, .pptx, .odp) - Word (.doc, .docx, .odt) - PDF (.pdf) - Text (.txt, .log, .rtf) - Web (.htm, .html) - Pictures (gif, jpg, jpeg, png, bmp, svg) - Video (mp4) - Executables (exe) - Archive (zip)	- Excel (.xls, .xlsx, .ods) - PowerPoint (.ppt, .pptx, .odp) - Word (.doc, .docx, .odt) - PDF (.pdf) - Text (.txt, .log, .rtf) - Web (.htm, .html) - Pictures (gif, jpg, jpeg, png, bmp, svg) - Video (mp4) - Executables (exe) - Archive (zip)	- Excel (.xls, .xlsx, .ods) - PowerPoint (.ppt, .pptx, .odp) - Word (.doc, .docx, .odt) - PDF (.pdf) - Text (.txt, .log, .rtf) - Web (.htm, .html) - Pictures (gif, jpg, jpeg, png, bmp, svg) - Video (mp4) - Executables (exe) - Archive (zip)
Empolis Box (maximum file size)	400 MB	400 MB	400 MB	400 MB
Connection of external sources via EMPOLIS Box (file sharing / RSS / iIRDS)	x / x	x / x	x / x	x / x
Metadata tagging of files (automatic / manual)	x / x	x / x	x / x	x / x
Incremental indexing	x	x	x	x
Three-stage release process incl. quality assurance environment	x	x	x	x
OCR Import	(x)	(x)	(x)	x
Custom Cloud Extensions			(x) 100 € per month	x

<b>Customizable Layouts</b>	Facet visibility, logo, colors and other settings can be configured in the administration interface.			
Color scheme configuration	x	x	x	x
Logo (JPG, PNG, SVG, BMP, GIF, max. Dateigröße 1 MB)	x	x	x	x
Favicon (ICO, max. file size 1 MB)	x	x	x	x
Configuration of metadata in the search results list	x	x	x	x
<b>Users, roles &amp; rights</b>	Each user receives their own account with roles and access rights. SSL-encrypted access and common authentication methods ensure secure processing of service knowledge.			
Minimum number of named users per package	-	10	25	100
Any Named User	<b>0 €</b>	<b>10,50 €</b>	<b>23,50 €</b>	<b>Custom pricing</b>
	<b>per user &amp; month</b>	<b>per user &amp; month</b>	<b>per user &amp; month</b>	
User management	x	x	x	x
Standard rolls	x	x	x	x
Individually configurable roles	x	x	x	x
<b>Authentication</b>	Empolis Knowledge Express can be linked to a single sign-on solution via SAML2 or OpenIDConnect.			
Single Sign-On (SAML2, OpenIDConnect)		(x)	(x)	x
Self-service without authentication				x
<b>Reporting &amp; User Analytics</b>	Empolis Knowledge Express analyzes the knowledge base on the basis of intelligent algorithms and identifies optimization potential.			
Feedback and ratings	x	x	x	x
Customizable reports (Analytics & Search API)	x	x	x	x
Control Center (incl. Analytics Dashboard for user & usage analytics)	x	x	x	x
<b>Self-Service</b>	The service information available in Empolis Knowledge Express can be made accessible to end customers and partners as part of a self-service scenario. Empolis generates a customer-specific public token for this purpose.			
Community users without account	x	x	x	x

<b>Integrations</b>	Using Empolis Knowledge Express' JSON/REST API, existing services can be connected and custom service apps or digital assistants can be developed.			
REST API	(x) 0 € for 10000 calls/month 2500 € for 25000 calls/month 4000 € for 50000 calls/month 5000 € for 75000 calls/month 6000 € for 150000 calls/month 7500 € for 300000 calls/month 9000 € for 500000 calls/month	(x) 1800 € for 10000 calls/month 2500 € for 25000 calls/month 4000 € for 50000 calls/month 5000 € for 75000 calls/month 6000 € for 150000 calls/month 7500 € for 300000 calls/month 9000 € for 500000 calls/month	(x) 1800 € for 10000 calls/month 2500 € for 25000 calls/month 4000 € for 50000 calls/month 5000 € for 75000 calls/month 6000 € for 150000 calls/month 7500 € for 300000 calls/month 9000 € for 500000 calls/month	(x) 1800 € for 10000 calls/month 2500 € for 25000 calls/month 4000 € for 50000 calls/month 5000 € for 75000 calls/month 6000 € for 150000 calls/month 7500 € for 300000 calls/month 9000 € for 500000 calls/month
API-methods	- Content search and filtering, - Retrieval of metadata and binary content, - Execution of decision trees in guided troubleshooting, - Retrieval of news, - Storage of user-specific information such as bookmarks or reusable	- Content search and filtering, - Retrieval of metadata and binary content, - Execution of decision trees in guided troubleshooting, - Retrieval of news, - Storage of user-specific information such as bookmarks or reusable	- Content search and filtering, - Retrieval of metadata and binary content, - Execution of decision trees in guided troubleshooting, - Retrieval of news, - Storage of user-specific information such as bookmarks or reusable	- Content search and filtering, - Retrieval of metadata and binary content, - Execution of decision trees in guided troubleshooting, - Retrieval of news, - Storage of user-specific information such as bookmarks or reusable

Response times	<p>- 90% of all requests to search or filter result lists via the Empolis Knowledge Express API are answered within 1 second.</p> <p>- 90% of requests via the Empolis Knowledge Express API to view the next step in decision tree processing are answered within 500 milliseconds.</p> <p>(This availability is guaranteed with the condition that the search speed is not affected by customer's own adjustments to the</p>	<p>- 90% of all requests to search or filter result lists via the Empolis Knowledge Express API are answered within 1 second.</p> <p>- 90% of requests via the Empolis Knowledge Express API to view the next step in decision tree processing are answered within 500 milliseconds.</p> <p>(This availability is guaranteed with the condition that the search speed is not affected by customer's</p>	<p>- 90% of all requests to search or filter result lists via the Empolis Knowledge Express API are answered within 1 second.</p> <p>- 90% of requests via the Empolis Knowledge Express API to view the next step in decision tree processing are answered within 500 milliseconds.</p> <p>(This availability is guaranteed with the condition that the search speed is not affected by customer's</p>	<p>- 90% of all requests to search or filter result lists via the Empolis Knowledge Express API are answered within 1 second.</p> <p>- 90% of requests via the Empolis Knowledge Express API to view the next step in decision tree processing are answered within 500 milliseconds.</p> <p>(This availability is guaranteed with the condition that the search speed is not affected by customer's</p>
<b>Interfaces</b>				
Outlook	x	(x) 2,95 € per user & month	x	x
Microsoft Dynamics	on request	on request	on request	on request
SAP	on request	on request	on request	on request
Zendesk	on request	on request	on request	on request
Jira	on request	on request	on request	on request
SugarCRM	on request	on request	on request	on request
ProAlpha	on request	on request	on request	on request

Hardware and software requirements		Hardware and software requirements for Portal and Empolis Box.			
Portal		Current web browser (Chrome, Edge Chromium, Firefox, Safari) 200 MB free HD space 8 GB RAM	Current web browser (Chrome, Edge Chromium, Firefox, Safari) 200 MB free HD space 8 GB RAM	Current web browser (Chrome, Edge Chromium, Firefox, Safari) 200 MB free HD space 8 GB RAM	Current web browser (Chrome, Edge Chromium, Firefox, Safari) 200 MB free HD space 8 GB RAM
Empolis Box		Java SE Runtime Environment 8 (JRE), 64 bit Microsoft Windows 10 or newer, 64 bit CPU: Minimal 2 cores, 64 Bit Minimal 1 GB HD per connected data source Minimal 8 GB RAM Network: 1000 MBit/s	Java SE Runtime Environment 8 (JRE), 64 bit Microsoft Windows 10 or newer, 64 bit CPU: Minimal 2 cores, 64 Bit Minimal 1 GB HD per connected data source Minimal 8 GB RAM Network: 1000 MBit/s	Java SE Runtime Environment 8 (JRE), 64 bit Microsoft Windows 10 or newer, 64 bit CPU: Minimal 2 cores, 64 Bit Minimal 1 GB HD per connected data source Minimal 8 GB RAM Network: 1000 MBit/s	Java SE Runtime Environment 8 (JRE), 64 bit Microsoft Windows 10 or newer, 64 bit CPU: Minimal 2 cores, 64 Bit Minimal 1 GB HD per connected data source Minimal 8 GB RAM Network: 1000 MBit/s
Infrastructure		The file storage volume must be booked in addition and can be extended at any time if required.			
Storage for indexed files and documents incl. backup (Index Storage for E,Q, P)		200,00 € per 100 GB & month	200,00 € per 100 GB & month	200,00 € per 100 GB & month	200,00 € per 100 GB & month
Storage for non-indexed files and documents (plain storage for E,Q,P)		80,00 € per 100 GB & month	80,00 € per 100 GB & month	80,00 € per 100 GB & month	80,00 € per 100 GB & month
Traffic (for online search, service dialogs and offline synchronizations)		x (max. 100 GB / month)	x (max. 100 GB / month)	x (max. 100 GB / month)	x (max. 100 GB / month)

<b>Onboarding &amp; Support</b>	Onboarding by the Empolis Customer Success Manager is included in the price. Details on onboarding as well as the free comprehensive online training and our support hotline can be found on the website <a href="https://www.knowledge.express/en/prices/">https://www.knowledge.express/en/prices/</a> .			
Availability	99,50%	99,50%	99,50%	99,50%
Hotline / Support	x	x	x	x
Extensive online training and learning content	x	x	x	x
<b>Contract terms</b>				
Standard contract term	30 days	12 months	13 months	14 months
Cancellation periods	ends after 30 days	3 months to the end of the contract	4 months to the end of the contract	5 months to the end of the contract

Legend: x Function included in plan

(x) Function can be added with surcharge on request