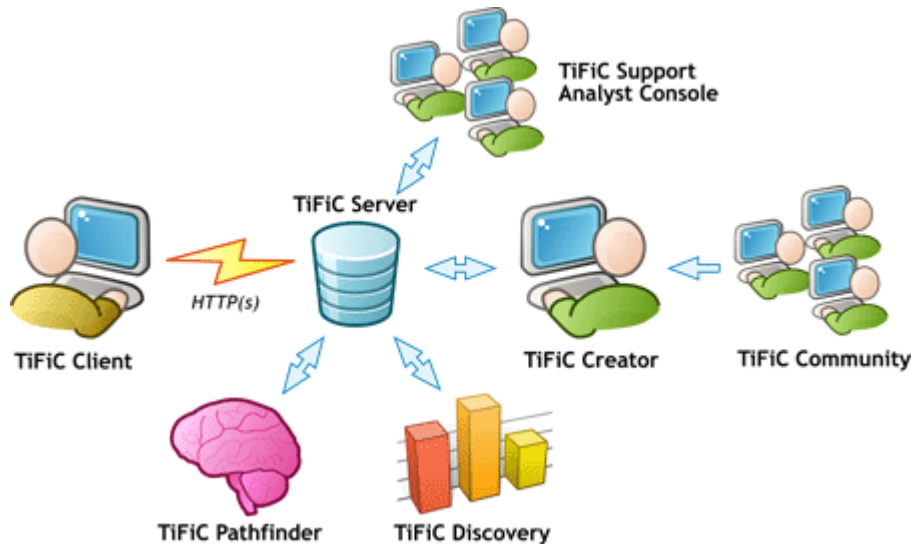




Tiflic Platform™

The foundation of all Tiflic Solutions is the Tiflic Support Automation & Self Service Platform. It is a powerful and flexible framework designed and developed specifically for support automation and self service. It features tools for all stages in the support automation and self service chain. All tools are integrated for a smooth and efficient workflow process.



Tiflic Client™

A user-friendly end-user support tool

The Tiflic Client is the user's support tool. A computer user faced with a problem or question can turn to the Tiflic Client for immediate help. Most problems are quickly resolved by using the Tiflic Client's capability of automatic diagnosis and repair. Answers to user questions can also be found easily using the Tiflic Client. The Tiflic Client automatically detects errors and conflicts in the user's environment and directly prompts solutions to them. It even automatically implements solutions to problems, minimizing the time and effort the users need to spend to get their problems solved.

If the Tiflic Client determines that human assistance is needed, the support case is forwarded to a support technician. In this instance Tiflic is able to automatically transmit all relevant information about the user's system and the problem encountered to the help desk, which dramatically reduces the resolution time.

Highlights of the Tiflic Client

- Automatically detects the end-user's system configuration and utilizes this information to present only the solutions that are applicable - information reduction
- Automatic problem resolution - self-healing
- Predictions for solutions made by Tiflic Pathfinder are presented for the user in Tiflic Client
- Can automatically implement condition driven solutions without any need for user intervention - mass-healing
- Available as a stand-alone application or as an Active X plug-in for integration with other applications



Tific Community™

Discuss and draft support content from anywhere

Tific Community is a web-based content development tool for drafting and discussing support content directly. Tific Community makes it easy to gather support information from a distributed organization and to involve different user groups such as product support owners, support specialists and also end-users. All material written in the Tific Community follows the Tific Style Guide which makes it easy to publish as support guides in the Tific Creator.

Tific Community is completely web-based and requires no installation. This makes distribution easy.

Highlights of the Tific Community

- Easy tool for rapid production of drafts to support guides
- Works as a discussion forum for refinements of support content
- Material written follows the Tific Style Guide for maximum user-friendliness
- A draft of a support guide is automatically escalated to Tific Creator for final production
- Web-based and requires no installation

Tific Creator™

A visual support development tool

Tific Creator is a powerful and flexible support development environment that makes it easy to develop and maintain support content. Content structuring and guide creation is pre-designed for maximum user-friendliness. All support content written in Tific Creator follows the Tific Style Guide, which is a set of rules and guidelines for writing user-friendly support content. Tific Creator is designed for handling large support databases in global organizations.

For advanced content creation, technical content developers can use Tific's unique visual support development language to build automatic functions for diagnosis and problem resolution. The visual programming environment makes it easy for support technicians without programming skills to write support scripts. All support solutions written in Tific Creator are condition driven, i.e. they are only executed if the end-user configuration meets the condition specified. Conditions can for example be installed software or hardware, installed patches, Windows registry keys, user settings and privileges etc. The solutions are used for self healing and mass healing.

Tific Creator has a tailored workflow process for the complete support content life cycle. Stages in the workflow process include i.e. development, language check, final approval, published and revoked. The workflow can be changed dynamically to meet company specific requirements.

Highlights of the Tific Creator

- Powerful and flexible support development environment for writing and structuring support content
- All support solutions are condition driven and only applies for users that meet the conditions specified
- A visual programming environment allows for controlled production of support solutions for automatic diagnosis and problem resolution - self-healing and mass healing solutions
- All support content written in Tific Creator follows the Tific Style Guide for maximum user-friendliness
- Tailored workflow process for the complete support content life cycle

Tific Server™

Tailored support knowledge database

Tific Server is a knowledge database tailored for support information. The support knowledge that exists within the support organization is gathered through Tific Community and Tific Creator and stored using the Tific Server. This knowledge is often widely spread in different locations such as the web, internal databases, in files, on post-it notes, and in the heads of the support technicians. The challenge is to gather this knowledge in a structured way and in an environment that is easy to administrate. In the Tific Server support knowledge is stored in user-friendly guides, following the Tific Style Guide, and in a format that makes them easy to create, maintain and to distribute to different user groups.



Tific Server has built-in support for multiple languages. Each support solution is only stored at one place in the support structure, and texts and screenshots is stored in layers on top of each solution. This significantly reduces maintenance for a large support database with solutions written in multiple languages.

Tific Server is a scalable solution that can be set up for a global organization or enterprise. There are a number of standard configurations for handling every customer demand on response time, traffic load, redundancy, backup, etc.

Highlights of the Tific Server

- Knowledge database where all support solutions stored follow the Tific Style Guide for maximum user-friendliness
- Built-in support for multiple languages
- Scalable and flexible solution that can address various customer needs
- Easy administration and maintenance

Tific Pathfinder™

Artificial Intelligence Boosts self service

Tific Pathfinder is an intelligent prediction engine that allows users to find answers to their questions more rapidly by suggesting shortcuts in the support database. A support database may contain a very large amount of information. Finding a solution to a problem by navigating a massive information space can be a daunting task for an ordinary user, regardless of what kind of navigation method is used.

This means that to increase usability it is essential to reduce the size of the search space as much as possible using all available information. This may include both details of the system configuration, the current state of the system, the user's history of interactions with the Tific Client and other programs, and information about the behavior of other users in similar situations.

Through a self-learning prediction engine Tific Pathfinder significantly enhances usability by minimizing user interactions with the Tific system by predicting what information the user is interested in. Tific Pathfinder is based on recent research in artificial intelligence and adaptive algorithms.

Highlights of the Tific Pathfinder

- Reduces resolution time significantly by automatically predicting solutions for users
- Completely self-learning - no need to manually enter rules
- Automatically adapts to each user based on system configuration and user history
- Rapidly detects and response to sudden changes in support load

Tific Style Guide™

Rules and guidelines for maximum user-friendliness

When handling large amount of support information it is essential to have a standardized way of presenting the information for end-users. Without such a standard, the content will vary depending on who has written it, and this will lead to an unnecessary confusion among end-users.

Tific Style Guide is a set of rules and guidelines for writing user-friendly support content. The Tific Style Guide is based on research within the area of usability and user studies that have been performed to verify the theory in practical use. It maximizes the user-friendliness of support content written and makes the production faster and more consistent.

Tific Style Guide is fully implemented in Tific Community and Tific Creator which assures that the content produced is homogenous and written in a format that maximizes user-friendliness. The Tific Style Guide can easily be adjusted to match a company's graphical profile.



Highlight of the Tific Style Guide

- Maximizes user-friendliness of support content
- Assures that the format of all support content is consistent
- Makes production of support content faster
- Implemented in Tific Community and Tific Creator
- Easy to adjust to match the company's graphical profile

Tific Support Analyst Console™ Supports the Support Analyst

Tific Support Analyst Console is the tool for the support analyst in the Tific Platform. If an end-user fails to solve a problem through self service, the issue is transferred to a support analyst for assisted service. In the Tific Platform, this process is highly streamlined for an effective service even in this scenario. Tific Client automatically gathers the end-user's current system configuration and presents this for the support analyst in Tific Support Analyst Console. Issues can be automatically routed to different instances in the helpdesk depending on dynamic conditions specified by the company. Tific Support Analyst Console makes searching the support database easier for the support analyst by showing only solutions that are applicable for the end-user.

Tific Support Analyst Console allows for co-browsing of the support database and for the support analyst to present and execute support solutions on the end-user's computer. It is also possible to integrate Tific Support Analyst Console with chat and remote control solution or other help desk solutions already invested in. The Tific Platform is integrated with Remedy AR System.

Highlights of Tific Support Analyst Console

- Makes searching the support database easier by showing only solutions that are relevant for the end-user
- Presents the end-user's current system configuration
- Co-browsing of the support database and possibility to execute support solutions on the end-user's computer
- Integrated with the Remedy Action Request System
- Can be integrated with 3rd party solutions such as chat and remote control solutions and software distribution products
- Has an architecture that makes it highly customizable and extendible

Tific Discovery™ Analyze support statistics for better control

Tific Discovery is a data mining tool for analyzing the information flow in the Tific system. Decision makers within product development, support, education and management can all benefit from better knowledge of the behaviour of their customers and users.

The information visualized in Tific Discovery can be used to improve the products being supported, to identify bugs and other problems, to improve and update the support content, and to develop educational content.

Tific Discovery is designed for ease of use for non-technical users and it is easy to build customized reports for business intelligence, containing information on what issues your customers' are having and how they use support automation and self-service. The reports can be used for making informed decisions about how to best improve your service/products in order to avoid as many customer issues as possible or to measure the usage and resolution rates. The Tific Discovery makes it possible to be pro-active and improve the service/product based upon known, dynamically updated, facts.

Highlights of the Tific Discovery

- Quickly discover and identify suddenly appearing problems and introduce solutions for them
- Extract and visualize information on common questions to the Tific system
- Track changes over time
- Measure usage and resolution rates
- Web-based and requires no installation



About Tific

Tific is a Swedish software company that develops and markets solutions for support automation and self-service. Tific's solutions use the latest research in usability and artificial intelligence to automatically identify and solve computer support issues in a user-friendly way. Tific assists large enterprises, outsourcing companies, Internet service providers, hardware, and software vendors to increase the quality and availability of their technical customer support, significantly reducing their support costs and increasing their knowledge about their customers' use of their products. Companies that today use Tific solutions are for example Scania, TeliaSonera and Volvo IT.

Tific was founded in 1999 and is owned by its founders and employees, and the venture capital firms Slottsbacken and Alliance Venture. The Tific innovation was pioneered by a research group in Complex Dynamical Systems and Artificial Intelligence at Chalmers University of Technology in Gothenburg, Sweden. Tific has its headquarters in Gothenburg, Sweden.

Tific Addresses

Tific - Gothenburg
Kungsgatan 12
411 19 Gothenburg
Tel: +46 31 18 80 90
Fax: +46 31 711 18 40

Tific - Stockholm
Danderydsgatan 11
114 26 Stockholm
Tel: +46 8 410 111 60

www.Tific.com
info@Tific.com