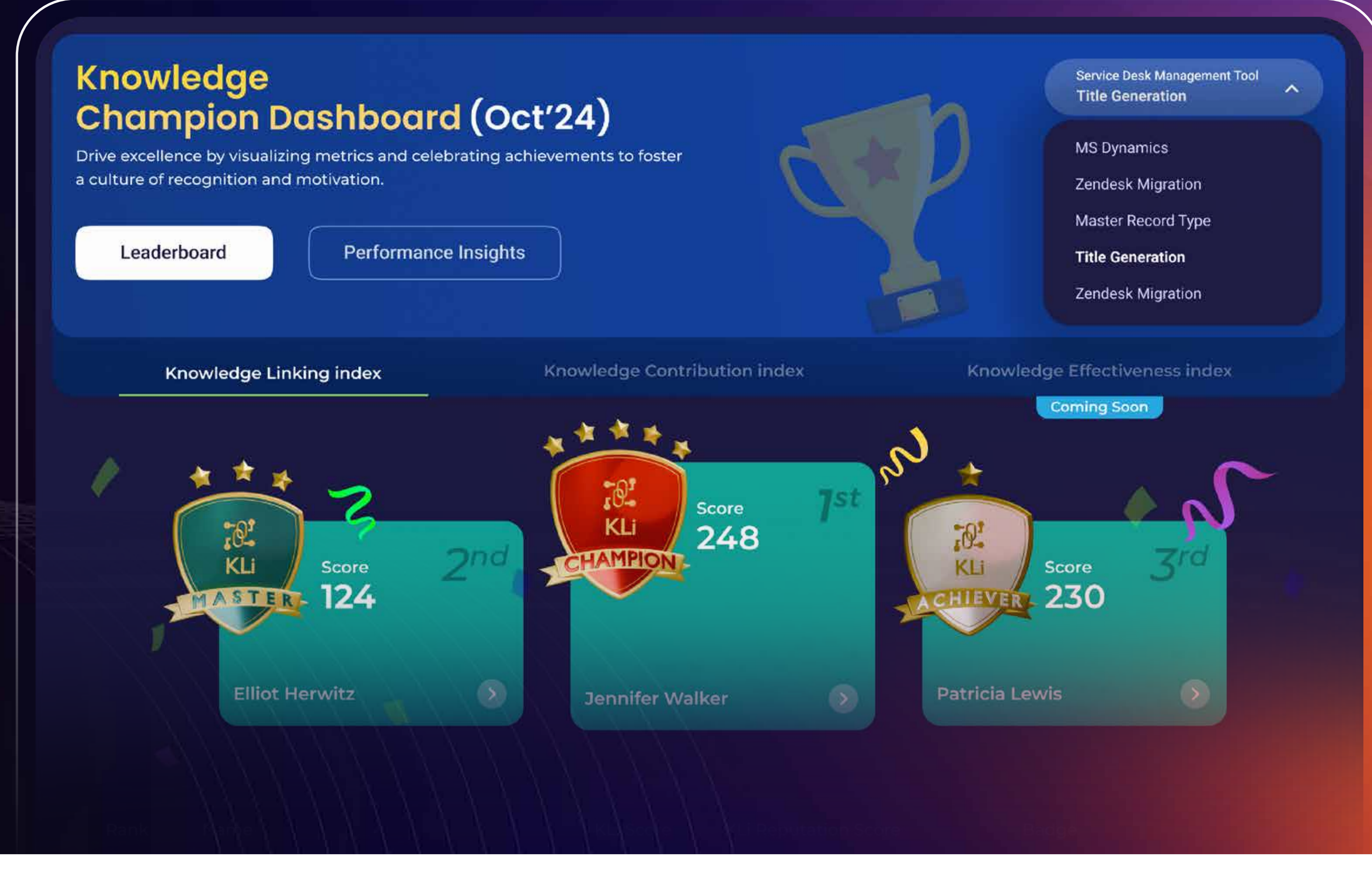


## Introducing Knowledge Champion Dashboard



A tool that makes sharing and using knowledge fun! It turns everyday tasks into exciting challenges with rewards, encouraging teams to participate more and achieve their goals.

### Gamification Metrics

Activity Based Metrics

Knowledge Linking index

Knowledge Contribution index

### Outcome Based Metric

Knowledge Effectiveness index

#### Metric 1

Knowledge Linked by Other Agents

#### Metric 2

Knowledge Contribution Impact-Self-Solve Volume

#### Metric 3

Knowledge Rating

### Knowledge Linking Index (KLi)

The KLi metric represents the ratio of the number of cases with Knowledge linked to the total number of cases with Knowledge Linking Opportunities.

#### Purpose

To utilize the existing knowledge resources and thus promote a culture of continuous learning and sharing.

#### Impact

- 01. Higher utilization rates indicate a robust knowledge base, fostering a knowledge-first culture that enhances collaboration and enables quicker resolutions.
- 02. Drives customer self-solve and thus case deflection

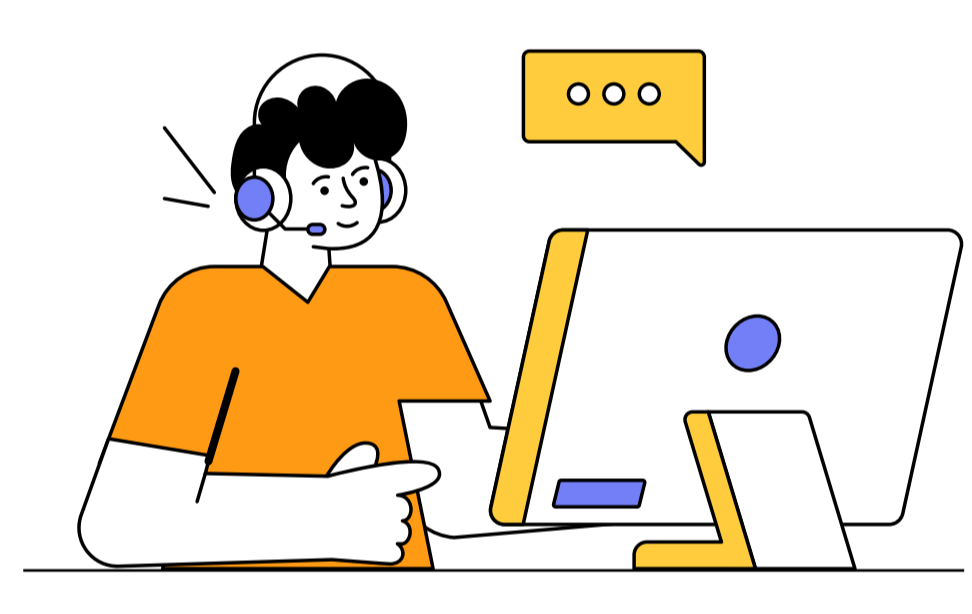
Badge eligibility is determined by the KLi Reputation Score, which is calculated by summing the scores from multiple rolling months

### Knowledge Contribution Index (KCi)

The KCi metric measures the Cases with Knowledge Created ratio compared to the total number of cases with Knowledge Creation Opportunities.

#### Purpose

To create a quality knowledge base



#### Impact

- 01. Agent productivity Improvement
- 02. Lower Case elevations
- 03. Enhanced Customer experience
- 04. Drives customer self-solve and thus case deflection

Badge eligibility is determined by the KCi Reputation Score, calculated by summing the scores from multiple rolling months.

### Knowledge Effectiveness Index (KEi)

KEi is a composite metric that evaluates the impact of knowledge created by agents by measuring three key aspects: the reuse of knowledge by other agents, the contribution of created knowledge to self-service solutions, and the customer satisfaction ratings of knowledge articles.

#### Purpose

The purpose of KEi is to assess how effectively knowledge created by an agent is delivering value to the organization.



#### Impact

Higher KEi scores signify effective reuse of knowledge, contributing to enhanced organizational learning and improved self-service capabilities that increase efficiency and user satisfaction. Furthermore, ratings on knowledge articles offer critical insights into content quality, guiding future knowledge creation and refining efforts.

Metric 1 - Knowledge Linked by other Agents

Metric 2 - Knowledge Contribution Impact - Self-Solve Volume

Metric 3 - Knowledge Rating

### Gamification - Reputation Score & Badges

Badge eligibility is determined by the Reputation Score, calculated by summing the scores from multiple rolling months.

	M-1	M-2	M-3	M-4	M-5	M-6	M-7	M-8	M-9	M-10	M-11	M-12	M-13	M-14	M-15	M-16	M-17	M-18	M-19	M-20
Monthly score	4.2	9	5.1	1.3	1.5	4.1	9.3	9.1	3.7	4.5	3.7	4.5	3.8	5.2	7.4	2.1	7.1	7.1	3.9	5.5
Reputation score	4.2	13.2	18.3	19.6	21.1	25.2	30.4	32.1	37.3	46.6	55.7	59.4	59.7	54.5	54.6	60.7	61.3	64.3	66.2	68.4

	5 - 28	29 - 51	52 - 74	75 - 97	90 - 120
<b>KLi</b>					
<b>KCi</b>					
<b>KEi</b>					

### Reputation Score - Gamification

Badge eligibility is determined by the Reputation Score, calculated by summing the scores from multiple rolling months.

#### Example

The Rolling Period is 12 Months

The maximum number of points that can be awarded will be 120

