



HIGHLIGHTS

- Easy, one-stop access to the combined knowledge of over 150 NETSCOUT® GTAC Engineers
- Using incidents to populate the KB allows for known issues to be quickly available
- Solutions published within hours of creation to ensure relevance
- Search Results contain suggestions to solutions other customers found useful
- Multiple ways to connect with NETSCOUT KB – Twitter, Answer Update alerts, Answer Feedback or YouTube

nGenius Knowledge Base

Real-time access to the latest answers from NETSCOUT's technical experts

Knowledge Centered Support

Knowledge Centered Support (KCS) is the practice of capturing incident information and structuring it for the creation and reuse of articles in future incidents.

Using the words and phrases of our customers, we create and distribute solutions based on these symptoms. This allows customers to readily find information on a myriad of subjects and symptoms without a NETSCOUT GTAC engineer to guide them in their searches.

NETSCOUT has selected Oracle Corp's RightNow CX Cloud Service for our Incident Management System. RightNow is KCS version 4 certified as a combined Knowledge and Incident Management system supporting KCS methodologies. Within this tool Engineers use a widget to create real-time content based on incident details and publish to our MasterCare Portal within minutes, not days or weeks, thus increasing the potential usefulness of each answer.

Ask Flo

Flo is our **F**ast **L**Ocating natural language search tool available to all MasterCare Customers & Partners. Flo uses the RightNow CX search algorithm to return results most relevant to your search keywords, and provides:

- Advanced search filters based on NETSCOUT Products, categories, and date created or updated.
- Each search result contains a list of similar or related answers that other customers, partners or GTAC engineers found useful when searching for similar phrases.
- To optimize search and reduce time spent sifting through results, Flo weights the "Using the nGenius Knowledge Base" Search Tips as the first answer displayed.

Content Development Process

The content development process is designed to produce timely, relevant, accurate articles in an easy-to-understand format. In accordance with Knowledge Centered Support (KCS) principles, content creation is a shared responsibility and NETSCOUT solicits input from a cross-functional team, including GTAC, Engineering, Sales, Training – and our customers – to either contribute directly or make suggestions for new knowledge base content.

- For each new hardware or software release, NETSCOUT's dedicated New Product Introduction team scours the release documentation for important information and creates useful articles.
- Speed of publication – most answers are published within hours of being created. This allows all of NETSCOUT's geographically dispersed customers, partners, and GTAC or Premium Services engineers to quickly access the latest information.
- Periodic assessment – NETSCOUT's GTAC engineers review answers on a regular basis to ensure the content is still relevant and links are functional. If an answer is deemed obsolete, it is either removed or combined with other current solutions to form an FAQ.
- Customer feedback – Customers can rate the usefulness of each answer on a scale of 1 to 5 stars. A rating of 4 stars or less generates an incident that is followed up by a member of the NETSCOUT team.
- Multimedia tools – NETSCOUT GTAC Engineers make use of high-quality video, charts, graphs, and screen shots within the solutions to enhance the customer experience and provide additional details for customers interested in “self-service”.

Communication

It's easy to keep in touch with the NETSCOUT GTAC team and stay on top of important updates and new answers added. Just choose the channel that works best for you:

- Subscribe to Alerts from Flo – Customers can opt-in to receive email alerts any time a particular answer is updated. Subscribing to Answer 1780, with hyper-links to all of the newly published solutions in the nGenius Knowledge Base, is an easy way for customers to review any new issues identified in the past week and view the recommended resolution or workaround.
- Watch us on YouTube – The NETSCOUT GTAC Team uses multi-media content to describe the more intensive configurations. New videos are added each month based on the usage of answers or hot issues gleaned from our customer interactions.
- Follow us on Twitter – @NETSCOUT_Support and @ntct_kbdirector for breaking news and real-time updates.

Access to the nGenius Knowledge Base

The nGenius Knowledge Base is available at no charge to all active MasterCare customers.

To access the Knowledge Base, log into the MasterCare Portal at: <https://my.netscout.com/mcp> - then click on the Ask Flo Knowledge Base icon.

To learn about the benefits of MasterCare, contact NETSCOUT at 1-800-357-7666 or email: sales@netscout.com.

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NETSCOUT offers sales, support, and services in over 32 countries.

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