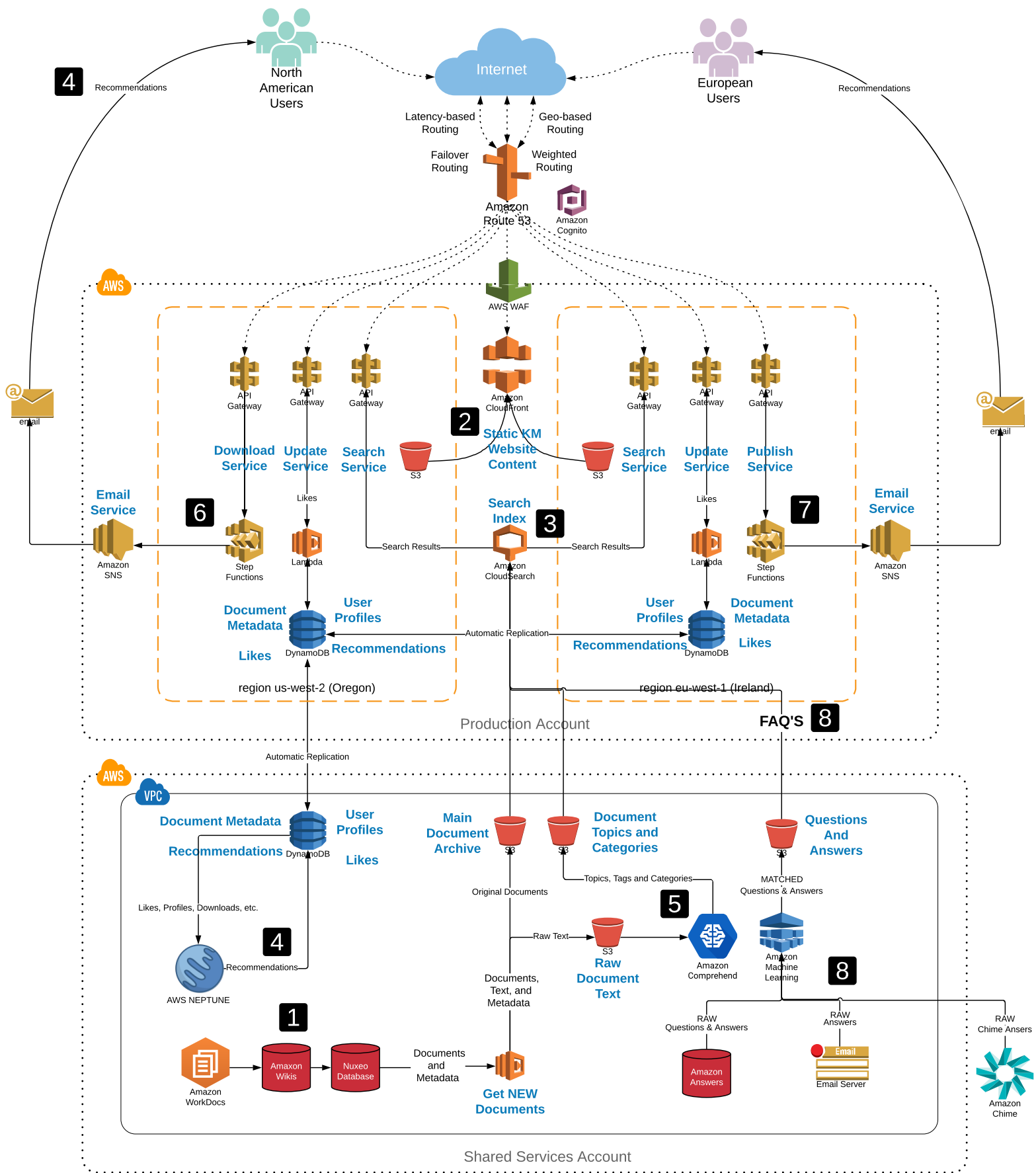


# Knowledge Management Reference Architecture



## Product Features

1. Multiple new content sources
2. Improved user interface
3. Universal search engine
4. Personalized recommendations
5. Automated topic generation and categorization
6. Continuous engagement via workflows
7. Artifact Curation and Archival system
8. Automated FAQ generation from social channels