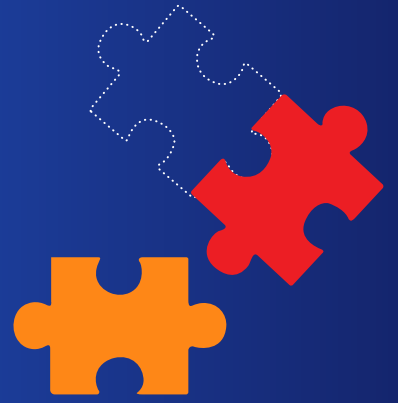
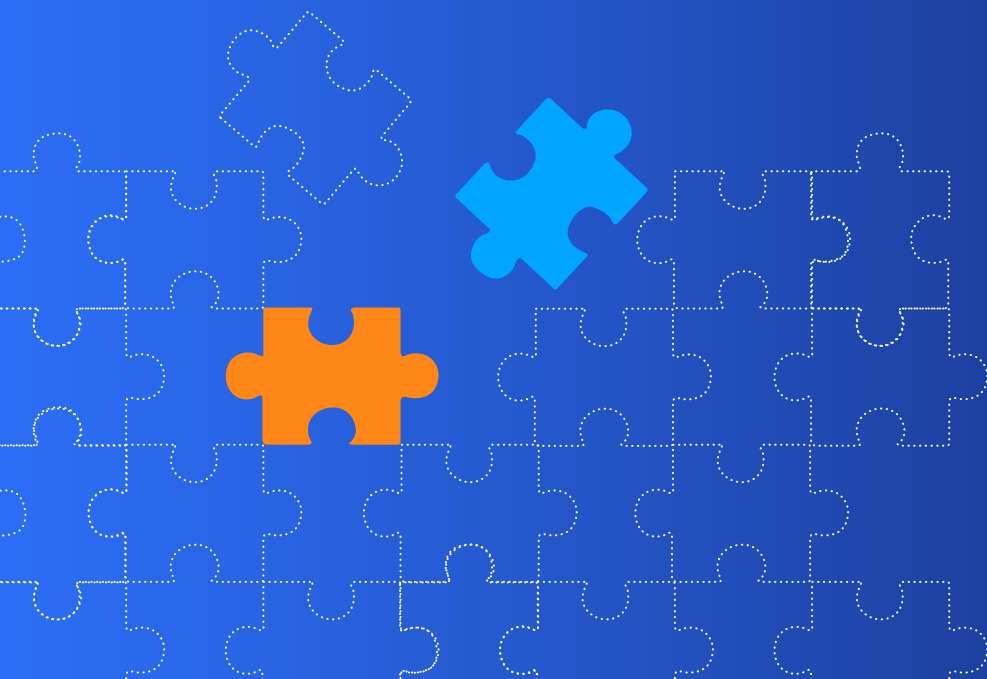




Key Features of the Shelf Knowledge Management Platform

Shelf is the most advanced knowledge management platform on the market. Read more about how we take onboarding, findability, automated maintenance and workflow integration to new levels.



Setup & Onboarding

Setup w/ Certified KM Expert	Leverage KM experts to do the heavy lifting of setup; information architecture, category conventions, and taxonomy so the platform is setup right from the start	✓
Award Winning User Interface	An easy-to-use user intuitive interface takes the heavy lifting and friction out of onboarding and user adoption	✓
Content Authoring	Create, edit, and update content inside your kbase	✓
Capture and Upload Content from Web, Desktop & Cloud	Upload content from shared servers, port content over from other cloud platforms, or capture content while surfing the web	✓
Platform Customization	Customize your kbase for your company's needs: notifications, commenting, content views, ratings and company branding	✓

Findability

Self Guided Help & Tutorials	Help new users get up and running through onboarding modules, a library of tutorials, self guided help menus and live chat support	✓
PinPoint Content Search	Search inside of documents, images, videos, audio files, and web content to the exact location of keywords	✓
Faceted Search + Merlin AI™	Browse for content by date added, recently changed, tags, categories, content type, file type, favorites, ratings, etc. and Merlin AI™ will help the your search constantly improve with every click	✓
Folder Taxonomy	Leverage folder and subfolders to bring structure and organization to your kbase	✓
Tag & Category System	Use tag cloud and badges to cut across folders and make content more findable	✓
Merlin AI™ based Recommendations Engine	Merlin AI™ proactively recommends content based on user behavior	✓



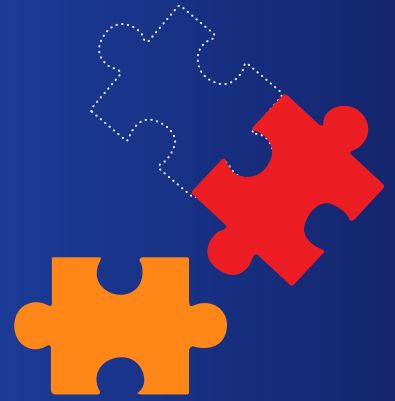
Maintenance & Administration

Merlin AI™ Automated Maintenance & Suggestions	Leverage Merlin AI™ and automation to gain insights into how content is being used, what is going out of date, and continually optimize for only high-value, accurate information	✓
Enterprise Security	Have confidence that your knowledge is safe and secure with: SOC2 Compliance, PCI Compliance, and SSO authentication	✓
Content Approval Workflow	Manage drafts, approval processes, publishing rights, and unpublish content for revisioning through workflow management modules	✓
Versioning	Roll-back content to prior versions, track changes over time, and keep copies of prior work with versioning	✓
Agent Feedback	Enable continuous improvement of your kbase by collecting agent feedback	✓
Content Analytics + Merlin AI™	Gain insights into usage patterns, popular keywords, active users, inactive users, and content views through analytics	✓
Advanced Permission Controls	Control who has access to view, edit, create and comment on content inside your kbase	✓



Customization & Integrations

Web Service API	Integrate your kbase into your existing software and services	✓
e-Learning Integration	Complement your kbase with e-Learning modules and structured courses for ongoing training	✓
Call Center Management Integrations	Connect your kbase to customer interactions and profiles on leading Call Center Management platforms	✓
Salesforce Integration on Appexchange	Tie your kbase to customer interactions and profiles on Salesforce and create a single view of your content	✓
Web Self Service Integration	Unify your kbase with your customer self service to bring a single view of your company knowledge	✓



About Shelf

Our mission at Shelf is to enable all employees to instantly know more. Shelf is a highly awarded, innovative knowledge automation platform that revolutionizes how organizations curate and distribute company knowledge. Shelf helps organizations move from their difficult to use, legacy knowledge base to knowledge automation. With Shelf MerlinAI, back office employees, front-line customer service staff, and website visitors can instantly access answers to questions.

Learn More

Intergrations

Extend company knowledge anywhere teams and customers need it. **See how.**

Pricing

ROI starts on day 1 – AI-powered knowledge for teams of all sizes. **Learn more.**

Talk to sales

Find out where you lie on the knowledge maturity curve. **Let's connect.**

