SPOK KNOWLEDGE QUICK GUIDE

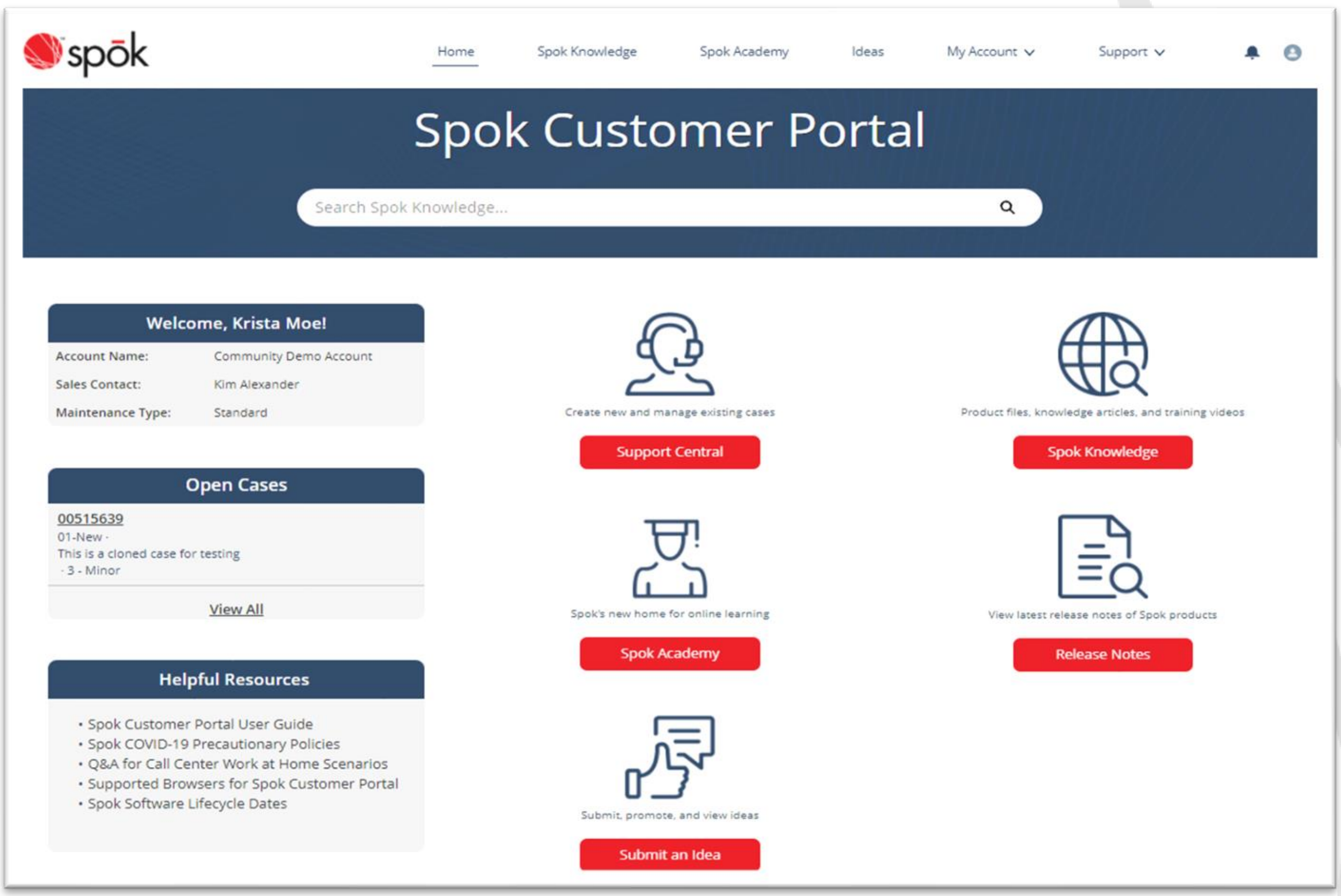
Welcome to the new Spok Knowledge

Your membership in the Spok Customer Portal unlocks a wealth of additional product documentation not available to the general public.

This guide will show you what's new with Spok Knowledge, how to log in for first time to the new Spok Knowledge site using your Portal credentials to access the additional content, and how to leverage Spok Knowledge while creating a Support case within the Customer Portal.

What's New

- Single Sign-On (SSO) authentication
- Knowledge icon opens Spok Knowledge home page in separate browser tab
- Spok Knowledge integration with 'Create New Case' wizard (click here for more details)



Spok Knowledge for Cases

The answers to many of your questions can be found in our vast array of Spok Knowledge product documentation. To assist you in finding just the right document, we've integrated our Spok Knowledge base into the case creation process within the Customer Portal. The Spok Knowledge base will suggest articles or content based on the information entered in the case.

Step 1 – Click on the Support Central icon and then click the Create New Case button

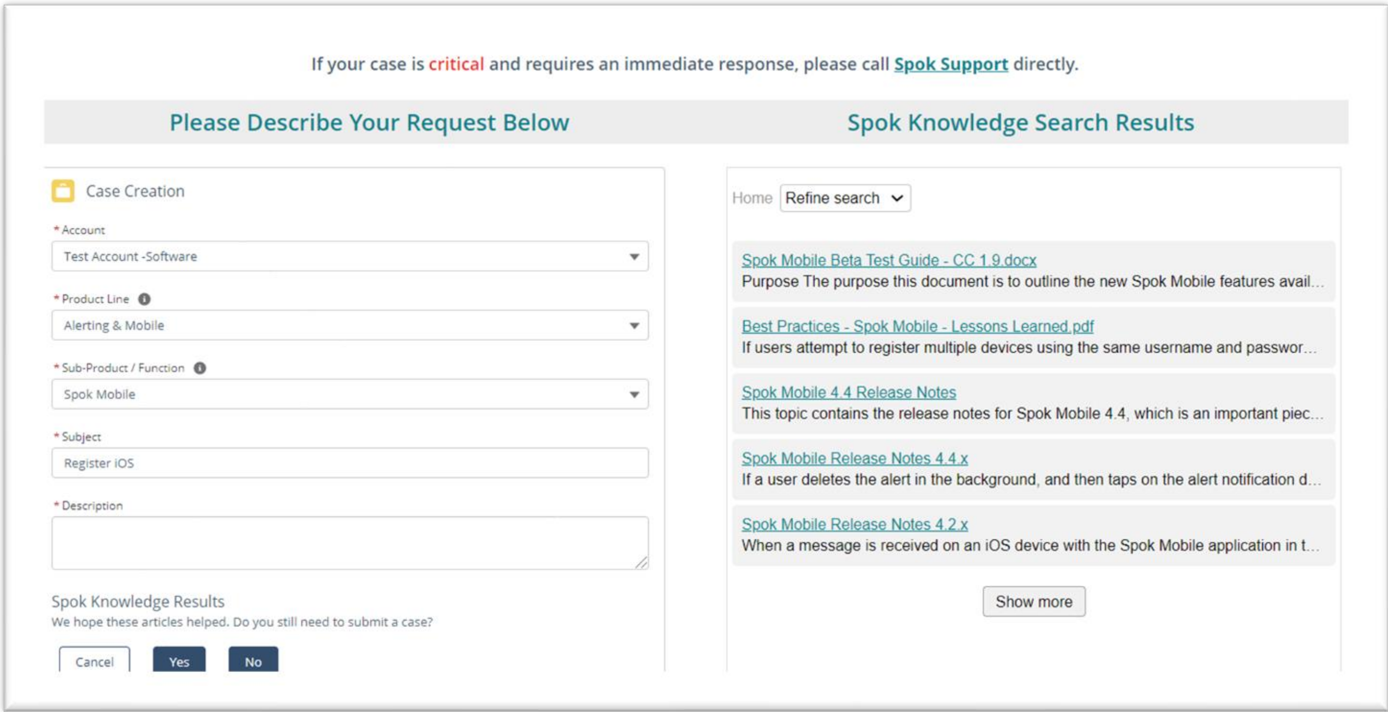
Step 2 – Start selecting the appropriate detail in the case field dropdowns (Product Line, Sub Product/Function), knowledge results will be provided based [illegible]ey fields. Next begin entering the subject of the case that is more specific, refined knowledge detail will be presented.

Tip: Include the product name, version and any other helpful keywords in the case subject to help focus the search results.

Step 3 – Click on a document link within the search results pane to open the content in a new window; the case form remains open in the original window so you don't lose your place!

Step 4 - If the Knowledge search is not providing self-help resolution detail in the suggested content, complete the Description field with as much detail as relevant and click the 'Yes' button to continue with the case creation process.

Step 5 – Completed the fields on the 2nd create case screen and click 'Submit' to route the case to the appropriate Support team.


If your case is critical and requires an immediate response, please call Spok Support directly.
Please Describe Your Request Below
Spok Knowledge Search Results
Case Creation
* Account
Test Account -Software
* Product Line
Alerting & Mobile
* Sub-Product / Function
Spok Mobile
* Subject
Register iOS
* Description
Spok Knowledge Results
We hope these articles helped. Do you still need to submit a case?
Cancel
Yes
No
Home
Refine search
Spok Mobile Beta Test Guide - CC 1.9.docx
Purpose The purpose this document is to outline the new Spok Mobile features avail…
Best Practices - Spok Mobile - Lessons Learned.pdf
If users attempt to register multiple devices using the same username and passwor…
Spok Mobile 4.4 Release Notes
This topic contains the release notes for Spok Mobile 4.4, which is an important piec…
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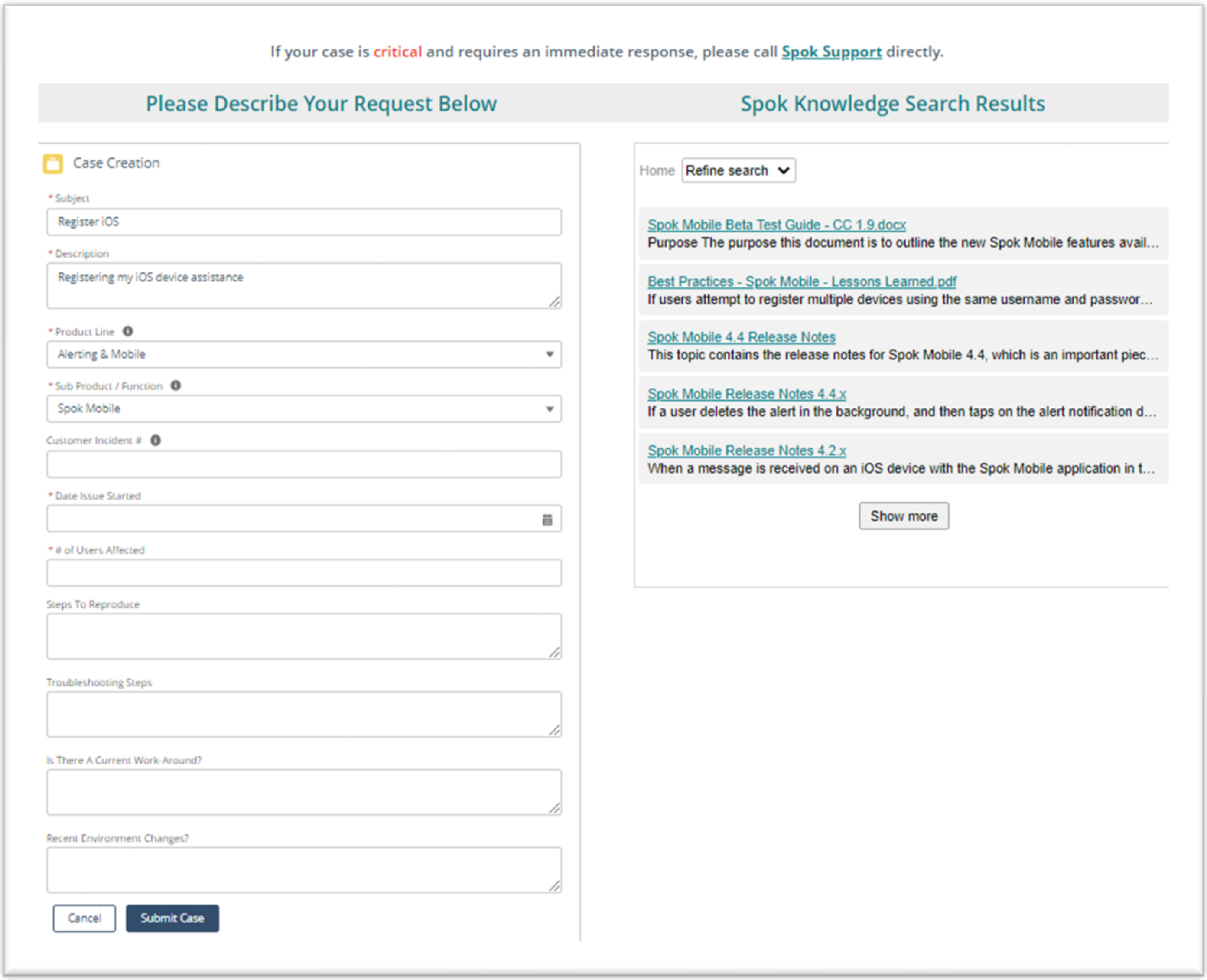

If your case is critical and requires an immediate response, please call Spok Support directly.

Please Describe Your Request Below

Case Creation

* Subject

Register iOS

* Description

Registering my iOS device assistance

* Product Line

Alerting & Mobile

* Sub Product / Function

Spok Mobile

Customer Incident #

* Date Issue Started

* # of Users Affected

Steps To Reproduce

Troubleshooting Steps

Is There A Current Work-Around?

Recent Environment Changes?

Cancel | Submit Case

Spok Knowledge Search Results

Home | Refine search

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