New Technology on the Czech Statistical Office website

Knowledge Base, i.e. Database of Frequently Asked Questions

www.czso.cz before change
New look of www.czso.cz

Knowledge Base on www.czso.cz
Knowledge Base: Database of Frequently Asked Questions

• Dynamic application
• Database of questions and answers with advanced search option and an off-line communication with the clients

Easily, quickly and clearly

How many inhabitants has CZ?
Easily but not so quickly

Knowledge Base: Database on Frequently Asked Questions

- Arranging questions according to their frequency (from the most frequent to the least frequent ones)
- Fulltext search in texts of questions, answers and key words
Operations with KB

- Very easy
- Enables questions processing by more individuals
- Interface “manager – agent“

Contribution of solution

- Interactivity for statistics www presentation
- Marketing tool
  - Continuous marketing survey
  - Creates statistics from questions
  - Announces news
- Cheap way of informations transfer
Contribution of solution II.

- Economy of human resources
- Central source of information useful also for internal needs
- Answers may contain links on websites
- Answers may contain html, ie graphically modified information