New Technology on Czech Statistical Office website

Knowledge Base
i.e. Database of Frequently Asked Questions
before change
Knowledge Base: Database of Frequently Asked Questions

• Dynamic application
• Database of questions and answers with advanced search and off-line communication with the clients
Easily, quickly and clearly

How many inhabitants has CZ?
Easily but not so quickly
Knowledge Base:
Database Frequently Asked Questions

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

- Very easy
- Enables questions processing by more persons
- Interface „manager – agent“
Contribution of solution

- Interactivity for static www presentation
- Marketing tool
  - Continual marketing survey
  - Creates statistics of questions
  - Announces the 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