

Individual Poster
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Advise to Amazon

Identifying the possible KM tools / technologies and describe their purposes

- Zen desk - It is a knowledge base software which provides a seamless experience to the company for assisting its customers in an accurate manner. It's purpose is to make the experience of the customer better.
- Document 360 - It is a knowledge base software which generates as well as organises a knowledge base with the customisable option. The purpose of this is to create self service private as well as public knowledge base.

Demonstrating how it will be used or accessed, including screen design, access points, security restrictions, other applicable options.

- Zen desk can be used and accessed with the help of Standard Zen desk sign in procedure.
- Document 360 can be used and accessed with the help of direct links or by search engines on the web browsers.

Describing ways how you the knowledge accumulated could be commercialized

- The accumulated knowledge can be commercialised with the help of the process that is followed by the chain. It includes the following -
- Generation of the idea
 - Research
 - Development
 - Licensing
 - Marketing
 - Monitoring

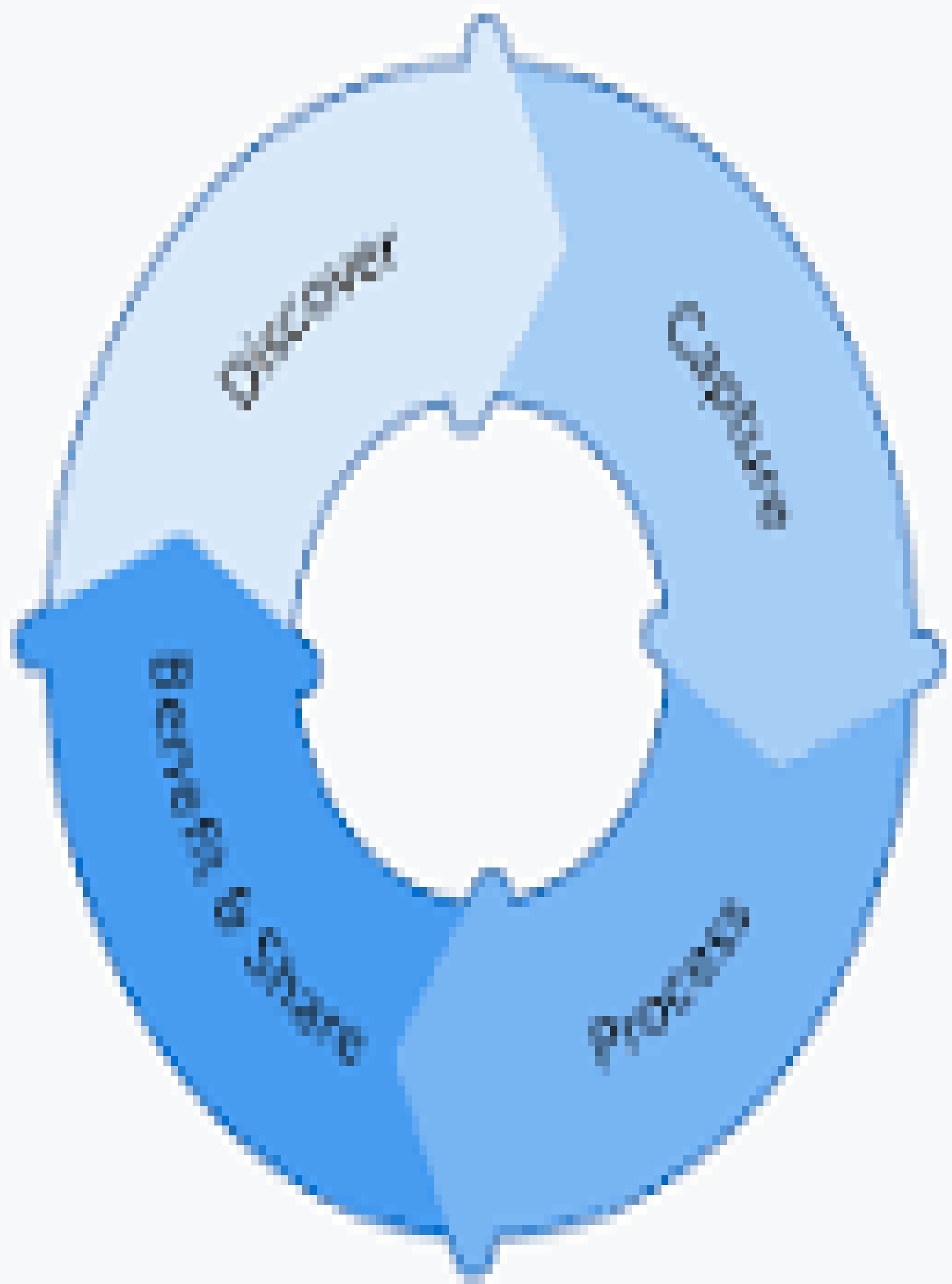
How will it interact with other ongoing systems

These tools can interact with other ongoing systems with the help of the collaborations as well as integrations. It includes side conversations. CCs and followers as well as light agents.

How you may implement the chosen KM system without spending much of the organisation resources

The above chosen KM tools can be implemented by Amazon without spending much of the organisation resources by determining as well as prioritising the technology needs, accessing the current state and it can also be done by implementing a knowledge management implementation roadmap. All these processes will help the company in safeguarding its resources.

Knowledge Management Cycle



References

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- Mehrez, A.A.A., Alshurideh, M., Kurdi, B.A. and Salloum, S.A., 2021. Internal factors affect knowledge management and firm performance: a systematic review. In *Proceedings of the International Conference on Advanced Intelligent Systems and Informatics 2020* (pp. 632-643). Springer International Publishing.