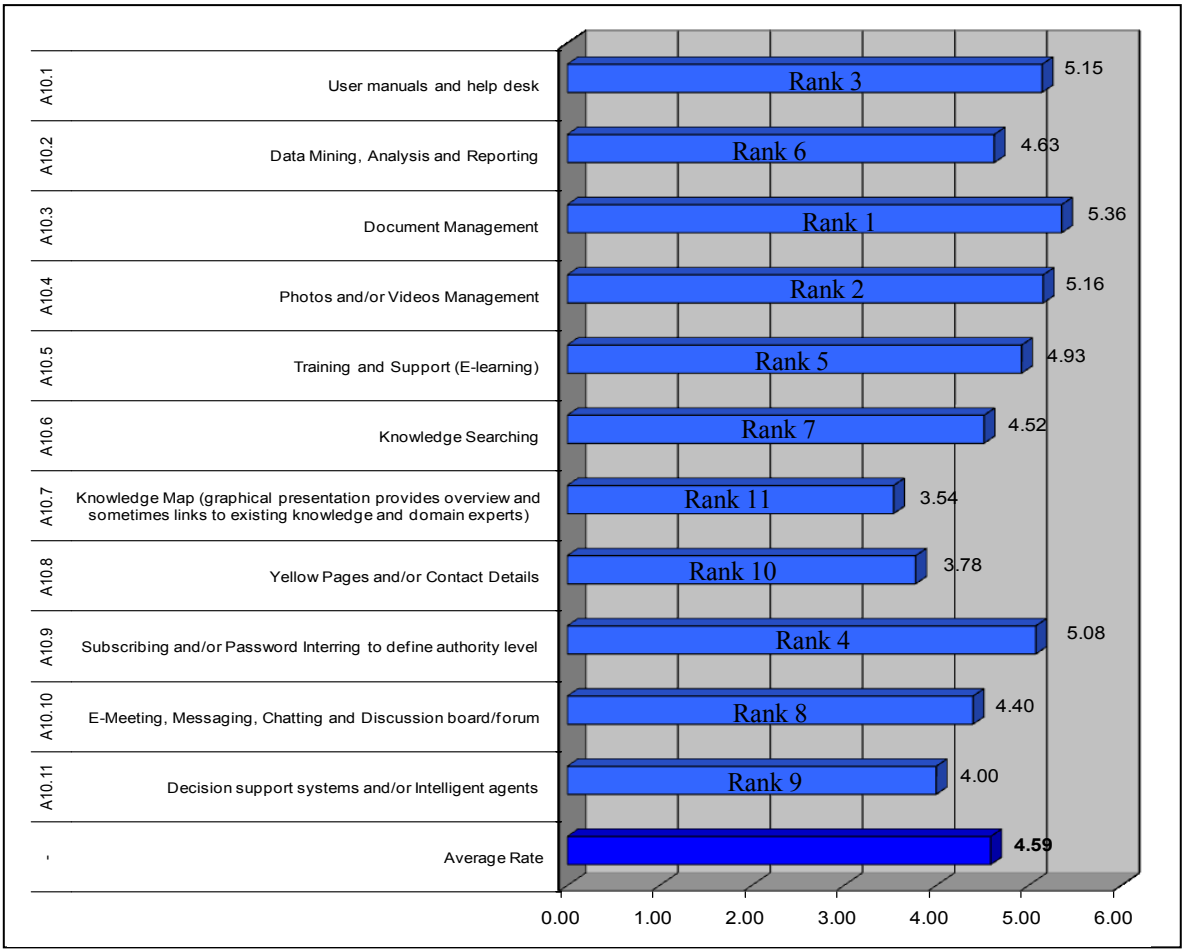
A10.1
User manuals and help desk
Rank 3
5.15
A10.2
Data Mining, Analysis and Reporting
Rank 6
4.63
A10.3
Document Management
Rank 1
5.36
A10.4
Photos and/or Videos Management
Rank 2
5.16
A10.5
Training and Support (E-learning)
Rank 5
4.93
A10.6
Knowledge Searching
Rank 7
4.52
A10.7
Knowledge Map (graphical presentation provides overview and sometimes links to existing knowledge and domain experts)
Rank 11
3.54
A10.8
Yellow Pages and/or Contact Details
Rank 10
3.78
A10.9
Subscribing and/or Password Interring to define authority level
Rank 4
5.08
A10.10
E-Meeting, Messaging, Chatting and Discussion board/forum
Rank 8
4.40
A10.11
Decision support systems and/or Intelligent agents
Rank 9
4.00
-
Average Rate
4.59
0.00
1.00
2.00
3.00
4.00
5.00
6.00