Knowledge Pathways

The best way to Deliver and Track Content in Confluence

Service ROCKET

Atlassian Confluence Add-ons

The average knowledge worker spends about 20% of the workday, searching for information.*

That's bad news if you're a Confluence content owner or admin.

Knowledge Pathways solves that problem. It turns the Confluence pages you select into a visual workflow or pathway. Each pathway delivers content and tracks consumption in real-time. Now, content owners and admins can distribute hard-to-find data, know when it is read, and track reader completion rates.

Use Cases
- On-boarding materials
- Product knowledge content
- Compliance required reading
- Project introduction
- Certification prep
- Complex workflows

User Benefits
- Greater content availability
- Improved productivity
- Higher completion rates
- Enhanced user satisfaction

Content Owner Benefits
- Track individual users
- Foster friendly competition
- Set measurable engagement and completion targets
- Measure attainment
- Grade effort against measurable outcomes

Key Features

Visual Workflows

User Enrolment

Progress Tracking

Completion Dashboard

User Confirmation

Advanced Reporting

Why Knowledge Pathways?

Wants	Risk	Knowledge Pathways	Outcome - Benefit
Content Delivery	Wasted time searching Lost productivity Under performance	Visual Workflows	Enrolled users easily access and consume assigned content
Content Completion	Wasted program efforts Knowledge gaps	User enrollment and confirmed completion	By enrolling, the user commits to the pathway and the content owner driving higher completion rates
Content Tracking	Poor participation Inefficient ROI	Completion Dashboard Advanced Reporting	With completion data content owners improve quality, increase participation and justify efforts

Learn how you can turn Confluence into a workflow engine for know-how with Knowledge Pathways.
Contact a ServiceRocket representative.

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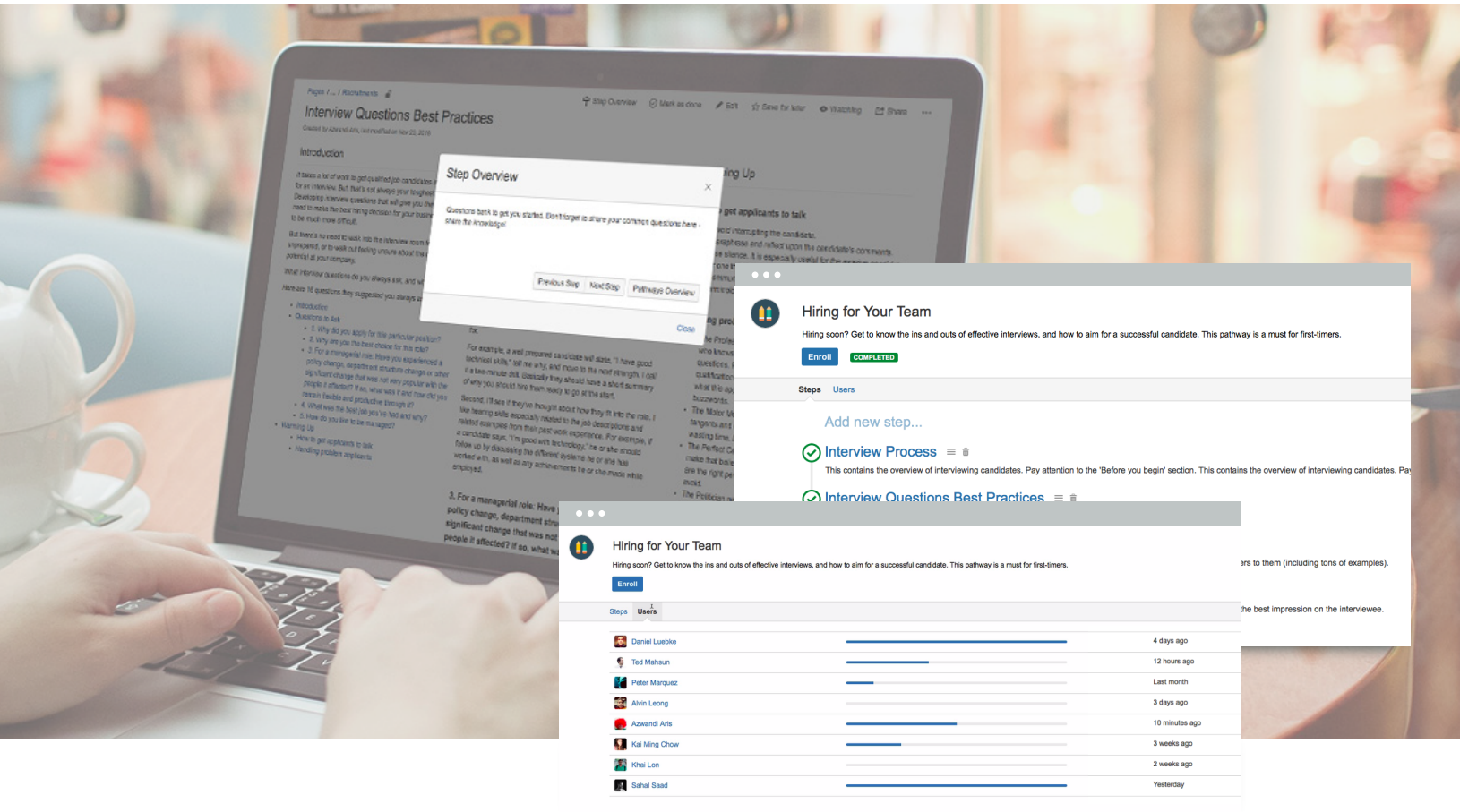
About ServiceRocket

ServiceRocket is a Palo Alto-based software company with offices in Australia, Malaysia, Chile and the United States. We ensure enterprises and users successfully incorporate software into their businesses and lives – so they use it, love it and do more. Through training, support and utilization, ServiceRocket creates long-lasting, loyal relationships between software companies, enterprises and their software by delivering these elements to enable customer success.

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