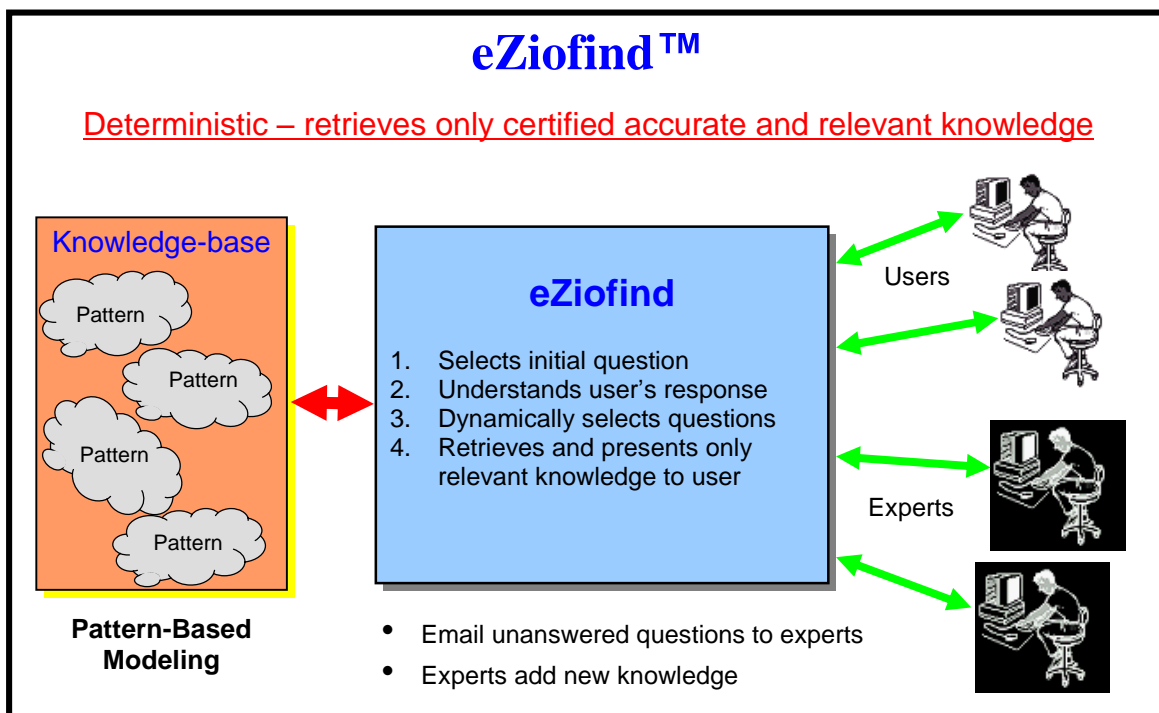


eZiofind™

Do you need a search / knowledge / decision support engine that:

- finds and retrieves your critical images, documents, multi-media files, audio files within the context needed to quickly make informed decisions?
- can be easily integrated into your new product?
- is fast and accurate enough to use for phone help?
- uses a deterministic question & answer search to retrieve certified results?
- non-programmers can use to quickly create and update knowledge – in real-time?
- provides a robust, easy to use API to interoperate with your application?

eZiofind is the fast, easy, certified accurate way to efficiently store, accurately find, and quickly retrieve your most critical decision making and product support knowledge.



Development & Delivery

- Import existing images, documents, multi-media files, etc.
- Index & hyperlink to external pictures, documents, videos
- Preview created material
- Automatically create knowledge items by HTML heading
- Easier to create and maintain than expert systems

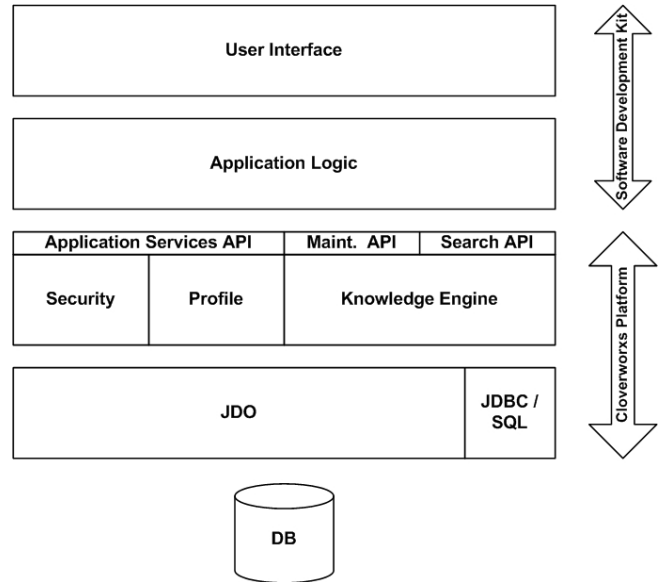
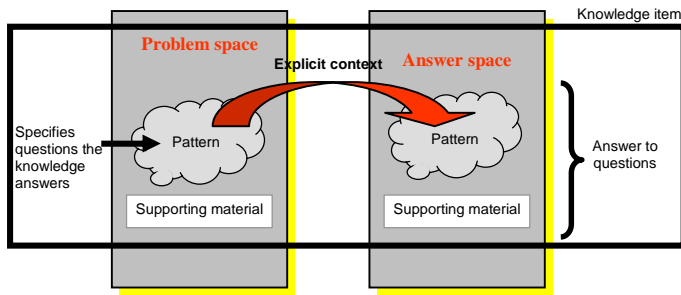
Customized Environment

- Supports any language: English, Japanese, Chinese, Spanish, etc.
- Web-enabled (Internet / Intranet)
- Create & maintain access rights without programming
- Users can annotate knowledge items with their own notes, stored separately, and linked to the knowledge item.
- Based on Java J2EE and related technologies

CloverWorxs' eZiofind technology uses pattern-based modeling (PBM) as its foundation. This patented technology is a new tool for thinking about and working with knowledge. It enables the **soft coding of knowledge by non-programmers**, thereby removing the main technical barrier to the cost effective creation, maintenance, and use of your organization's valuable knowledge. PBM enables knowledge to be expressed as links between patterns in a "Problem space" and patterns in an "Answer space."

The eZiofind engine is implemented using J2EE with an extensible and flexible architecture. This provides an open Application Programming Interface (API) and XML access to the knowledge. The Knowledge Engine is the container/framework for expressing and manipulating the knowledge items. The application architecture schematic shows how a typical application may be organized to use the Cloverworxs Platform via its Application Services, Maintenance, and Search API's.

- Knowledge item**
- Explicit context
 - Pattern in Problem space
 - Linked to Answer space pattern



The PBM technology is implemented as the eZiofind search / knowledge engine in a Java platform based open architecture. This approach provides both a knowledge processing module, for storing, searching, and presenting knowledge, and a building block for the rapid development of your own knowledge-based software.

Contact Cloverworxs today about using the eZiofind™ engine in your application.

The eZiofind knowledge engine can index, store and manage virtually any knowledge including application knowledge, text/office documents, graphical data, sound, multimedia, etc. The knowledge items and index can be stored by the knowledge engine in an SQL database for example or the knowledge items can be stored in an external system with links to them from the knowledge base's index. The internally stored knowledge items can be archived and restored. They can also easily be exchanged with other knowledge systems using XML/XSLT and the open API (XML).

Supported Environments

Browser
 Microsoft Internet Explorer
 Netscape Navigator / Mozilla

Operating system
 Red Hat Linux
 Other commercial Linux
 Microsoft XP
 Microsoft NT 4.0, Windows 2002
 Sun Solaris, SCO Unix & Others

Databases
 PostgreSQL
 Microsoft SQL Server

Your subject-matter expert uses the knowledge engine to encapsulate the critical images/data/information along with the appropriate questions and responses to be used by the deterministic search engine for searching and retrieval of the knowledge item. This process insures that the knowledge is 100% correct as certified by the expert. It also provides the quick and easy method for creating knowledge items from images (x-ray's, diagrams, digital pictures, etc.) that have no associated text outside of the image and therefore cannot be "indexed" by full-text searching systems.