

| June 2013 |

2Know

KM Newsletter



ROM News



- KONIGI - A website in the field of UI that presents news, research and tools in the field - [Link](#)

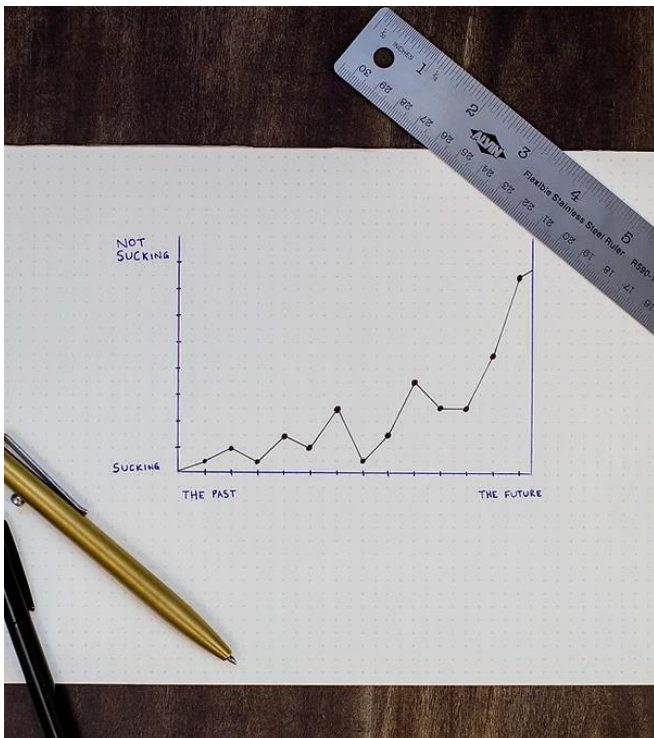
01

On Writing

Writing is an act of self-expression and connection with our inner selves. It is for ourselves first, but can resonate with others. Writer's block is part of the process.



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02

Business Analyst

A business analyst is crucial for organizations undergoing significant changes, facilitating communication and recommending effective solutions for objectives.

03

Knowledge Directories for client service: not only call centers

A Knowledge directory is a solution intended for workers whose work is mainly characterized by providing service in 'real time', when the client is sitting in front of them or waiting on the line.



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