

| November 2016 |

2Know

KM Newsletter



ROM News

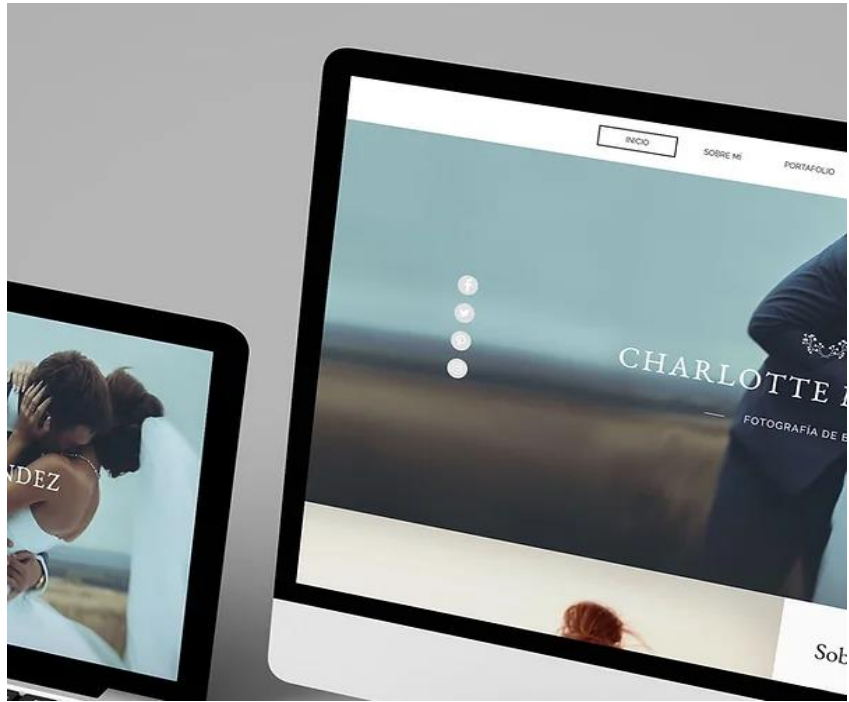


- Tips for using Knowledge Management to improve Customer Service – [Link](#)

01

Digital Gap

Digital devices have become essential for managing our lives, but many people still lack access and skills. Bridging the digital gap is crucial for equal opportunities and social advancement. Efforts such as providing computers to underprivileged children and implementing technological programs are helping to address this issue.



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02

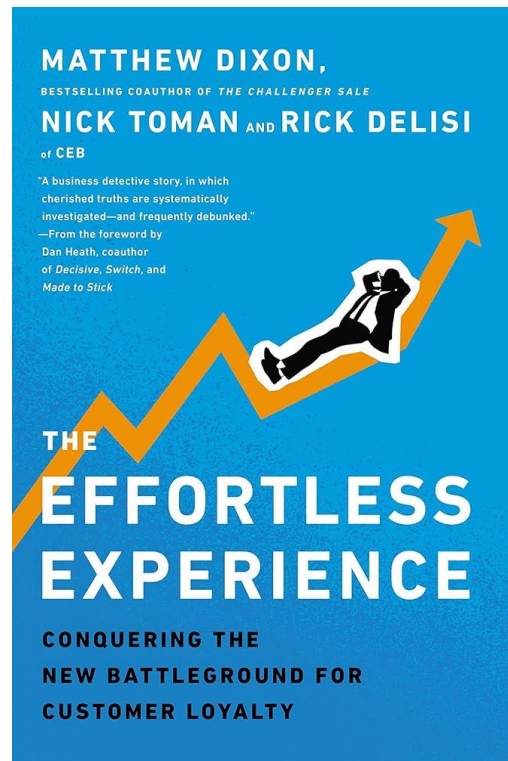
The SharePoint App

The SharePoint mobile app for Android and iOS devices is now available on Google Play and Apple Store, offering online access to organizational resources, customized displays, and integration with OneDrive and Office Online 365.

03

The Effortless Experience - Book review

"The Effortless Experience" (2013) by Dixon, Toman, and Delisi examines call center service through research. Relevant for managers and knowledge workers, it prioritizes minimizing customer effort for loyalty. Strategies, self-service, culture, measurement, and change are explored, promoting simplicity and efficiency.



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