Answer Garden and the Organization of Expertise (Classic Reprint) (Paperback)

By Mark S Ackerman

Forgotten Books, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Excerpt from Answer Garden and the Organization of Expertise Answer Garden facilitates the building of an organizational memory for commonly asked questions and their answers. The system includes an easy-to-use set of information retrieval engines, including a branching network of diagnostic questions. If the answer to the users need is not present in the database, the system automatically routes the question to the appropriate human expert, and the answer is returned to the user as well as inserted into the branching network and database. This research paper postulates that the major organizational and social innovations with Answer Garden include changing the information seeking behavior in an organization, building an organizational memory, and allowing firms to better coordinate and manage their intellectual assets. In addition, this paper presents a brief summary of the technical architecture. This paper supplements, and does not replace, working paper 108. About the Publisher Forgotten Books publishes hundreds of thousands of rare and classic books. Find more at This book is a reproduction of an important historical work. Forgotten Books uses state-of-the-art technology to...

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