



at a glance...

TrustWorks™ is a question-and-answer switchboard that directly connects the people in your company with those who are most qualified to help.

We deliver faster answers

than any knowledge-base or forum-structured intranet tool, because we handle the question-and-answer process actively, like a telephone switchboard. Connections can be via made via email, SMS, or VOIP (coming soon).

We have a better database

of "who knows what" than any software that scans emails and documents, because our user content is self-reported. Most people have a lot of knowledge that is never mentioned in writing. Instead of spying on people, we simply ask, and we keep it all confidential.

We reduce the amount of "noise"

people experience via email. Unlike "LinkedIn Answers" or the various in-house social networks, we do not "spam" everyone with email-to-all every time a user has a question. Rather, we allow users to direct inquiries to individuals within the company who have expressly indicated knowledge in the appropriate subject.

We find the best people to answer,

because when a user has a question, a list of "candidates" is presented - in the order of skill-level, geographical proximity, and other factors. The person asking a question can see the average response-time of the candidate, and the modes of communication available (including languages, starting late 2009).

A private-label solution

we provide your employees with private entry-point to the site, with your company's branding. Skills specific to your company are hidden from outsiders, so that questions and answers can be kept entirely internal.

Up-to-date database links

can be established with internal billing, project management, or CRM software. This way, as team members work with new clients, in new locations, new projects and job functions, our system remains current.

People actually use our tool

unlike many other solutions which are installed and forgotten. The reason? We actively engage participation, through peer-to-peer notifications and responsiveness tracking. When users see their "ranking" as compared to colleagues, participation becomes a competitive point of pride.

Sensitive questions can be private

using anonymity for asking or answering. Rather than "asking around the office" or posting to a public forum, each question is directly targeted. Response times are fast and answers are sincere, because members respect the needs of others when they know the question comes from within their community.

Areas of personal expertise

in addition to "official" work-related knowledge, are part of our system. Your company can choose not to use this feature, but we recommend it highly. Not only do people remember to use a tool more when it touches their personal lives, but it helps to build that important sense of community in the workplace.

We reduce overhead for HR and IT

because our system is hosted by TrustWorks and requires zero-training. Our automated email system manages the process of informing users about the system, as well as inducing registration and participation. Installations always include a pilot period, during which you can track the level of user participation.