



## What users of illumin love

- Managing their research requests more effectively without having to change the way Requesters communicate with them
- The ability to focus on their research, not their research processes
- Increased staff productivity, quality control and return on resource investment
- Reports which demonstrate where time is spent and allow them to shine a light on the value of their service.

# Introducing illumin

Research departments offer unique and valuable services across many industries. They navigate the plethora of information sources available in the digital era, effectively and efficiently interpreting results to produce high quality focussed curated content that contributes to the success of their patrons.

illumin by Softlink supports your knowledge and research request management workflow, allowing you to create, capture and share knowledge more efficiently and confidently than ever before.

illumin is designed to meet the needs of information driven organisations involved in delivering research services, such as legal, health, engineering and consulting firms, special library research departments and higher education providers.

Flexible tools within illumin allow you to streamline and manage every step of the research request process and deliver a 24/7 service without the 24/7 staffing requirements.

illumin adapts to your existing processes by offering multiple ways for both users and researchers to generate requests.

Research requests are then given a priority level, assigned and responded to by researchers, who can extend the value of their work by adding their response to the Knowledge Base, a comprehensive database that can be reused and shared with internal and external stakeholders.

Powerful reporting tools complete the research request process, allowing research managers to gather sophisticated statistics and shine a light on the value they provide.



# Manage multiple research requests

## Email and Web Requests

**Eliminate the time spent on manual data entry and work assignment.**

illumin integrates with your research department's email inbox to generate and assign research requests to a queue or specific Researcher.

## Face-to-Face and Telephone Requests

**Quickly transform the discussions you have with patrons** into formal research requests. illumin's forms make it easy to start a new research request from within the Researcher portal.

## Priority, Required Time and Sensitive Requests

**Understand which research requests are urgent and prioritise your workload** to meet the needs of your patrons. Incoming research requests can be flagged with priority levels and required times. They can also be flagged as sensitive, protecting information until it is properly classified or limiting access to the Requester, assigned Researcher and Research Manager.

## Request Assignment

**Distribute research workloads easily and efficiently.**

Research Managers and Administrators have the ability to assign or reassign requests to Researchers.

Once assigned, a notification email will be sent to the Researcher and the new research request will appear on their dashboard.

## Tailored to your processes

**Benefit from the ability to tailor illumin** to suit your research department's unique information needs and processes.

In addition to offering standard dashboard templates and online forms, illumin allows you to configure reports, dashboards and other screens to meet your specific needs.

Create unlimited custom fields or choose from a large list of standard fields.

Add your own Tags, which can be used to group research requests according to your services or research topics. The terminology and language used throughout the system can also be adjusted to your local region.

## Online User Self-Service Tools

**Provide your users with the tools to lodge and manage their own research requests.** With illumin, you can provide login access to the secure Requester portal where your patrons can:

- Search the database for previous research requests and responses
- Launch the searchable and browsable Knowledge Base for published responses
- Submit new research requests using pre-configured custom forms
- View their personal research request history and communications
- Subscribe to receive updates when research requests are updated with new information

# Focus on research outcomes

## Researcher Dashboard

**Focus your research department's attention** where it is needed most.

The Researcher Dashboard provides the ability to create new research requests, search the database, access reporting and analytics tools, and view the research request queue and summary graphs and tables.

Researchers have control of their own dashboard and can adjust which fields and research request categories (Unassigned, New, Parked, Closed etc) are shown.

Bold colour coding clearly highlights high priority and time sensitive requests and Researchers can hover over requests to get a quick snapshot of key details.

## Request Details Screen

Empower your Researchers to **deliver professional research outcomes**.

The Request Details Screen provides Researchers with a wealth of background information as well as the tools they need to research and respond to requests. All activity on the research request is logged in an audit file.

Your Researchers can:

- Track time spent on requests and manage client codes, billing requirements, research category and other administration details
- Identify and manage related or duplicate requests
- Add an Answer to the research request, as well as notes, links, web sources, unlimited custom fields and attachments, which can be viewed by the Requester
- Reduce duplicate work effort and track time spent on regularly occurring activities by copying responses from similar requests or provide an answer from the Knowledge Base
- Send a note or transfer Requests to other Researchers
- Communicate with the Requester and other contacts directly
- Change the status of the research request
- View the audit log

## Search Types

**Reduce redundant effort** and speed up your response times.

Powerful search features including predictive text, faceted and advanced searches help Researchers uncover duplicate research requests or other relevant research for responding to new research requests.

Researchers can conduct searches on all fields on the research request, attachments and notes within illumin including classifications such as the Department, Priority, Status and Assigned To fields.

## User Roles and Privileges

**Ensure users have access to appropriate tools that match their needs.**

illumin offers four user profiles - Requester, Researcher, Research Manager and Administrator. User roles can be easily viewed in tabular format and updated by Administrators.

User profiles are an effective way of restricting the availability of information to specific Requester Groups.

User profiles can also be used to apply full record security within the Knowledge Base, whereby only nominated users can access confidential or highly sensitive documents.

# Accurately report

## Analytics

**Shine a light on the value your department provides** with **professional, accurate reports** that quantify research request activities.

illumin's powerful drag and drop Analytical Reporting feature allows you to quickly generate reports in a range of formats including graphs, tables and charts.

Analytical Reporting allows you to track usage trends at any point in time across any quantitative field. Custom fields are also supported in the same manner, allowing you to track statistics against all your research department's key performance indicators.

## Advanced Search Filters

**Make better, faster business decisions** and improve the efficiency and effectiveness of your workload distribution and staff planning.

illumin's Advanced Search allow Researchers and Research Managers to build sophisticated, filtered dashboard views of specific requests which provide a clear snapshot of research activities (for example all research requests closed by a specific Researcher in the last week).

The illumin search filters can be applied to all quantitative and custom data fields. The filters can also be saved for ongoing use and the results can be exported and used to report on your research achievements.



# Build a knowledge base

Building your Knowledge Base will allow members of your team, or even your patrons, to **benefit from your accumulated wealth of knowledge and experience**. Valuable time can be spent on producing high quality, specific work instead of reinventing the wheel.

illumin's Knowledge Base provides a browsable and searchable interface which **enables faster decision making for your patrons and greater efficiency for your research department**.

By simply choosing the "Add to Knowledge Base" option on the Research Details screen in illumin, Researchers can instantly add in-progress and completed research to the Knowledge Base. If required, full record security can be applied, restricting access to confidential or sensitive information to nominated users.

They can also **draw on the existing Knowledge Base content** when answering new research requests, accelerating response times, reducing duplication of effort and extending the value of the work produced by the research department.

A clustering engine allows Researchers to easily view topics or sub topics related to the Search or Research topic, providing significant **opportunity to value add to the research request with relevant, existing research**.

The Knowledge Base can also be deployed as your research department's public facing online presence, allowing you to provide **24/7 research services without the 24/7 staffing requirements**. The browsable and searchable interface facilitates faster and better-informed decision making for your patrons.





## Enterprise and department level benefits

- **Capture valuable business information** by recording requests for information from emails, the web, calls and in person to build a repository of knowledge.
- **Drive efficiency and reduce training** with a comprehensive, tailored and searchable Knowledge Base of research topics and answers, incrementally built over time.
- **Track and allocate staff time** with accurate recording and reporting of time spent on researching and providing solutions.
- **Support cost recovery** with the ability to assign client billing codes and charge out rates to each research request.
- **Improve communication** with email integration and web-based access.



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