



picoXperttm

"reaching new heights in knowledge portability"

A technician troubleshoots complex equipment in the field with the accumulated knowledge of dozens of colleagues at his fingertips. An inexperienced office worker is guided through the processing of an order for the first time. A negotiator uncovers vital new facts and quickly incorporates them into a complex proposal. Conference attendees complete a survey that dynamically adapts to the specific background and interests of each. How is any of this possible?

As you look out on a new century, miniaturization has carried the PC right into the palm of your hand. Now comes the dawn of an exciting new kind of application: *anywhere, anytime expert systems*. The power of artificial intelligence, in your hand, when and where it's needed. That's the goal of picoXpert.

Almost any kind of knowledge can be stored and used in an expert system. Procedures, best practices, rules-of-thumb and corporate policy can be captured and duplicated on a handheld device. This frees up precious personnel time and ensures consistency in both knowledge capture and application.

One aspect of this new approach is the convenient *use* of existing expert knowledge. Another is the ability to capture, create, and *maintain* this knowledge in the field, where it is freshest and best understood. Another comes as a direct benefit of handheld devices themselves: the ability to *share* information via infrared and wireless connections. This enables, for example, an update from head office, or the exchange of expertise between two or more people, in seconds. picoXpert addresses all of these aspects.

"Maria, do you know how to use the new coffee machine?"
"Sure, John, I'll beam you that knowledge right now."



Expert systems represent an established, systematic methodology for knowledge capture, distribution and re-use. Such knowledge can be as tacit or explicit in nature as required.

Of the many underlying technologies used to implement expert systems over the years, by far the most successful has been a rule-based approach. Simple 'if-then' rules are assembled into sets called knowledge bases. When later accessed by end users, these rules are ordered and triggered by the system in the course of an interactive session.

The focus of picoXpert is to achieve a new level of simplicity for this process, creating a fresh, compelling and useful tool, intended for use by the majority of people within an enterprise.

There are two versions of picoXpert. The Developer's Edition (DE) enables the development and maintenance of knowledge bases. These tiny, custom expert systems can then be distributed and used interactively with the Standard Edition (SE). The number of knowledge bases that can be carried on any device is limited only by available memory.

Currently, supported platforms include Microsoft Windows™ 95/98/NT/2000 and PalmOS™ version 3.1 and higher. Microsoft PocketPC™ support will be available in the third quarter of 2001.

picoXpert is now undergoing beta testing. To join the beta program and obtain an evaluation copy, please visit www.picodoc.com.

