**Capability Case:**

Navigational Search

Intent:

To help people narrow in on the general neighborhood of the information they seek using topical directories or taxonomies. A taxonomy should be created taking into account user profiles, user goals and typical tasks performed. To optimize information access by different stakeholders, more then one inter-related taxonomy is needed.

Solution Story:

HighWire Stanford Electronic Library, **Tax Map on IRS Intranet**
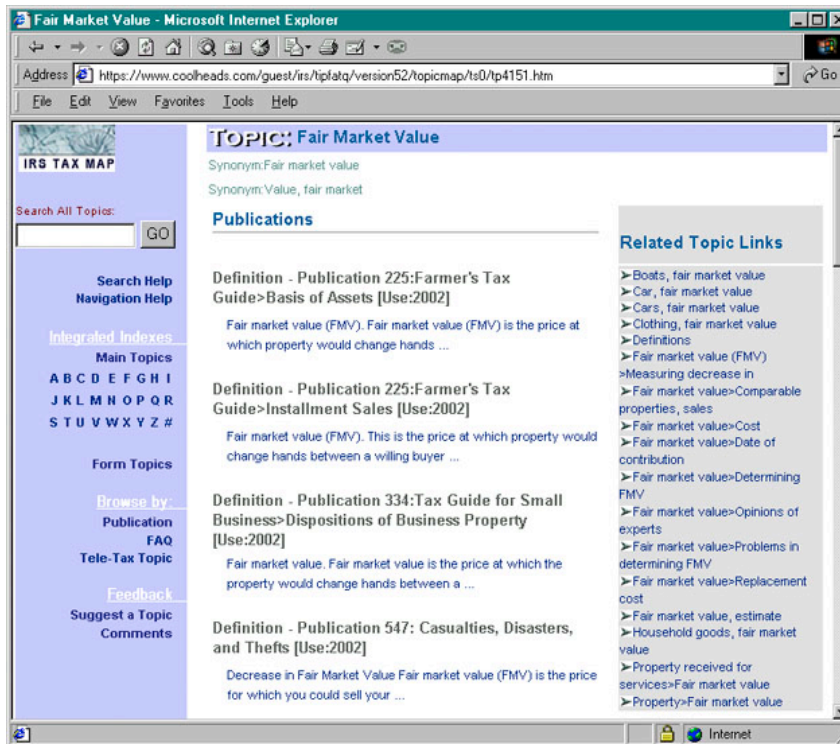
Subjects from different documents are grouped together

IRS information is complex, extensive and spread across many unconnected documents. The IRS wanted to improve the quality of answers provided by its call centers by creating an integrated view across all diverse sources of information. It used semantic technology in the form of Topic Maps to create a "Tax Map" application. IRS call center personnel use Tax Map to quickly and reliably access various information pieces available for a given subject. Navigation is fine-tuned by tax law experts. Two means of navigation are available: using integrated main topic and form topic indexes, and by resource type. The application uses existing document sources. When sources are updated, the navigation system is automatically regenerated. Conformance with the Topic Map standard (ISO/IEC 13250:2003) guarantees long term preservation of the links between information items.

Benefits:

Increased productivity of call center personnel, increased quality and reliability of call center services, faster bringing on board of new hires.

Featured Products: Topic Map Loom from Infoloom

Applicable Products:

Applied Semantics Auto-Categorizer from Applied Semantics, Arisem KM Server from Arisem, Autonomy IDOL from Autonomy, Inxight Categorizer from Inxight Software, K-Infinity from Intelligent Views, LingoMotors TurboCat from LingoMotors, Semio Tagger from Semio, Seamark from Siderean Software, Stratify Discovery System from Stratify, Zycus AutoClass from Zycus