Assessment of Various KM Tools

Name

Institution Affiliation

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Bubbl.us

Features offered

Bubbl.us is an effective brainstorming and mind mapping tool. Users of the application can quickly develop concept maps with the least tools (Bubbl.us, 2017). Moreover, they can create projects and invite others to assist in editing the content, which when completed, can be shared via a generated link.

Technology Specifics

The application is implemented using Ajax and Flash technology.

User Functionality

In general, the application is very responsive, the pages load fast, and every action conducted in the editor is instant. The site also has a spontaneous navigation, and there are no bugs in the creation or editing of mind maps. The site was also wise to exclude ads.

Trial Experience

The trial for Bubbl.us is hassle free as it does not involve requests for email or the need for a registration process. Once you click on "Start Brainstorming," you are quickly taken to a new mind map that is awaiting editing. The only restriction in the trial is that you cannot save your mind map after editing.

Popplet

Features offered

Popplet is free, easy-to-use –cooperatively web-based brainstorming tools that enable its users to arrange their thoughts graphically. The key feature is the popples which are boxes that are comprised of drawings, text, videos, and images. These popples can be linked to create

associations between ideas and things (Popplet, 2013). Popplet enables a relational and collaborative means of conveying information.

Technology Specifics

The tool is an application that is made for iOS devices such as iPads.

User Functionality

The app is very colorful and has a fantastic functional interface. It offers a beautiful and pleasant experience with fluid response in every aspect of the activities. Moreover, it is easy to use and provides the chance of customizing every aspect.

Trial Experience

Popplet has a web-based free trial version that allows the user to make five popplets, after which subscription is mandatory.

FreeMind

Features offered

FreeMind is a free mind-mapping tool for developing organized diagrams. It has swift keyboard shortcuts designed for everyday tasks such as applying formatting and making new nodes (SourceForge, 2016). The tool has a click-and-drag interface that allows for fast editing and HTML support that facilitates navigation of the maps and sharing of information.

Technology specifics

FreeMind operates on Linux, MacOS, and Microsoft Windows through Java Runtime Environment.

User Functionality

The fundamentals of FreeMind are straightforward. The user can manage maps by reworking nodes in branches and rapidly collapse branches. The tool also has HTML links that

allow the user to include references to online sources easily. Lastly, it has plugins such as the excellent time-management add-on that allows the user to put reminders to nodes (superb for complex projects that need to be divided into smaller tasks)

Trial Experience

FreeMind is a free tool.

Safeharbor

Features offered

Safeharbor Knowledge Solutions provides knowledge management solutions and knowledge base software tools. One of its knowledge base applications, SmartSupport, is a leader in providing answers to external and internal knowledge management (Safeharbor, 2017). SmartSupport provides administrators with the opportunity to maximize support channel ROI (return on investment), streamline knowledge base/forum management, and enhance knowledge base content.

Technology Specifics

SmartSupport runs on the web platform and MacOS.

User Functionality

SmartSupport provides a versatile platform that combines external and internal knowledge base capacities and community forums, allowing customer service agent to have a single center for handling support and web content requests.

The centralized platform enables the users to have power over their content, increasing accessibility through offering a great search engine and interactive information management tools. Additionally, this enhances client satisfaction and agent performance with fast, proper

responses to queries and requests. Moreover, the tool has an intuitive knowledge base on the front end and a user-friendly section on the back end.

Trial Experience

The demo version of the tool requires registration.

References

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