SAP Knowledge Central by NICE
Technical and Functional Specifications

This specifications document describes key features and functionalities delivered with the software license related to SAP Knowledge Central by NICE, as of July 2021.

Category	Feature	Standard Edition	Professional Edition
Core	Unlimited file storage	✓	✓
Core	Public self-service portal		✓
Core	Translation support		✓
Core	Article publishing (create, modify, move, delete)	✓	✓
Core	IDF page configuration (Category, Guide)	✓	✓
Core	Manage article tags, classifications, summary, permissions, URL, title	✓	✓
Core	Content reuse	✓	✓
Core	Create conditional content	✓	✓
Core	Paths	✓	✓
Core	Draft authoring	✓	✓
Core	View last modified date and author	✓	✓
Core	View attachments on article	✓	✓
Core	Submit article feedback	✓	✓
Core	View article revision history	✓	✓
Core	Content framework templates (Category, Guides, Articles)	✓	✓
Core	Top level header navigation (IDF)	✓	✓
Core	Hierarchy location bar (breadcrumbs)	✓	✓
Core	Hierarchy dropdown	✓	✓
Core	Recommended articles	✓	✓
Core	Prev/Next/Back to top navigation	✓	✓
Core	Subscribe to article/hierarchy	✓	✓
Core	Subscribe user to a page	✓	✓
Core	Refine by tag, classification, hierarchy	✓	✓
Core	View search results	✓	✓
Core	Search Recommendations	✓	✓
Core	Editor toolbar management (by group)	✓	✓
Core	Global variables management	✓	✓
Core	Page classification creation and management	✓	✓
Core	Custom template directory	✓	✓
UX	Standard UX	✓	
UX	Customizable UX		✓
Performance	Ongoing site responsiveness monitoring		✓

Category	Feature	Standard Edition	Professional Edition
Performance	Public user surge protection		✓
Performance	Search Engine Optimization		✓
Performance	Large repository structure support (50,000+)	✓	✓
Performance	Zero upgrade downtime		✓
Security	Full user audit trail	✓	✓
Security	Public search privacy protection		✓
Security	Internal user surge protection		✓
Security	Single external IAM enabled	✓	✓
Security	Multiple IAM enabled		✓
Security	Denial of Service hardened		✓
Reporting	Standard Reporting Suite	✓	✓
Reporting	Advanced Reporting Suite		✓
Reporting	Custom Reporting support		✓
Reporting	External BI access support		✓
Reporting	Enterprise Reporting Suite[1]		$
Integration	Restricted Channel (portal and CRM only)	✓	
Integration	TouchPoint Integrations for: Commerce, portable search bar, Ticket Deflection, Community Forum, In-Product/IoT		✓
Integration	CRM integrated Authoring experience[1]		$
Integration	Advanced integration		✓
Authoring & workflow	Central team authoring configuration	✓	✓
Authoring & workflow	Central and distributed team authoring		✓
Authoring & workflow	Full Agent-to-Author capability[1]		$
Authoring & workflow	KCS aligned workflow support and flagging features[1]		$

1. Feature applicable only for Knowledge-Centered Service (KCS) based deployments.
$ Additional fee applies.

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