



# Responza KnowledgeBase

– *Accessing Responza from an Enterprise environment*

## How do we access Responza KB and what do we need from IT?

Responza is delivered to your organization as a Cloud based SaaS solution. In order to access Responza, you need a browser with access to the internet. For browser, we suggest a newer version of IE or Chrome.

You can access Responza KB using a normal HTTP connection or via a secure HTTPS connection. As a standard feature you can limit access to Responza to an IP or IP range from your organization.

Responza allows all users to access everything on the “front end” such as an end user facing portal for internal service or perhaps a web self service portal for your customers. To access the back end for the editor/knowledge manager, a login is always required. The front end can naturally also have login for all end user, if that is desired.

It is possible to configure a mix of login requirements, or to use ADFS and claims to control access. A lightweight implementation combined with a complex access control is thus possible, and we recommend that you use ADFS if you want your employees to login to portals although you can use a standard Responza login as well.

## What is Responza KB Cross Search, and what do we need from IT?

An advanced feature of Responza is Cross Search, the ability to search across different portals and sources of knowledge as for instance an intranet, support and Internal Service Responza portals, and a customer facing website. The screenshot below shows such a model: A Danish and English portal, along with a customer facing site in English and Danish.



English

Dansk

- Dansk
- English
- skat.dk
- english.skat.dk

6 resultater for tax

### Full tax liability

Regardless of whether you are subject to limited or full tax liability you must pay 8% labour market contributions (AM-bidrag).

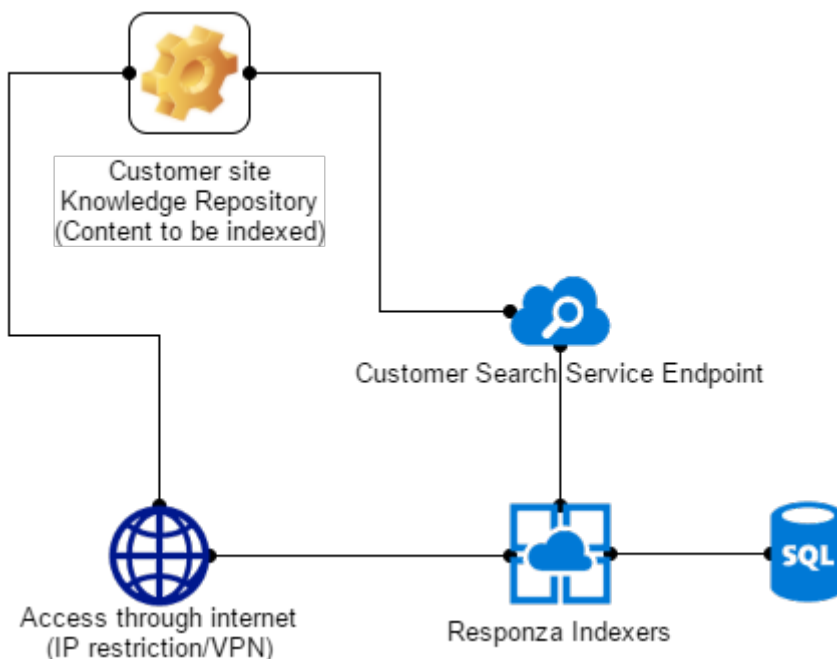
### Limited tax liability

Regardless of whether you are subject to limited or full tax liability you must pay 8% labour market contributions (AM-bidrag).

If you want to use Cross Search on anything that is available for your customers and that can be seen from the internet; you do not need anything from IT. Responza can index and search your websites with just the URL that points to the relevant resource/website.

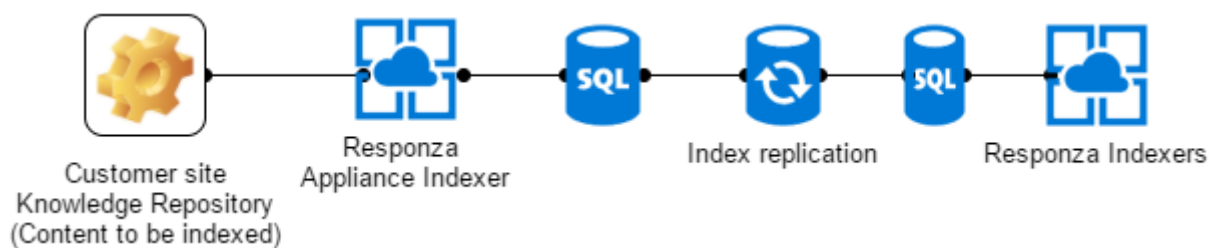
If you have an internal site that needs to be indexed, or for example a Sharepoint portal, you may need to allow our indexers to access the internal network or create a user for the indexer or setup a VPN. An alternative is to setup a search endpoint for the internal solutions so that Responza can query a search service that's exposed externally. The diagram below illustrates these 2 models:

### Model 1 & 2 – Using off site indexers or a search service:



If neither of these options are available, a more complex model can be done using the Responza Stand Alone Appliance Indexer – an on site indexer that just needs a replication path to the Responza Cloud:

### Model 3 – Using the Responza Search Appliance



This model is more complex, and requires additional support from Spitze & Co Professional services, but does allow almost any security or compliance requirement to be met. It is worth noting, that a Responza Search Appliance is always a custom installation, and is not part of the common Responza license.