

The communication is an essential aspect of management; it makes it possible, in particular, to exchange knowledge necessary to the exercise of the various activities carried on by the company; in addition to the essential technical infrastructures, the communication requires software tools which must meet specific needs. We will consider a communication system indifferently connecting questionable users and documentary sources. The sharing of knowledge is generally carried out via a dialogue which consists of questions and answers in a certain context; so that the dialogue can be established, the interlocutors should be identified, to check their level of enabling to reach certain information and to establish their profile; to answer some questions, it may be necessary to call upon an expert:

- Context: The whole of the actors must be able to be found in a convivial space able to identify them knowing their position and their rights and holding a certain number of information on their needs and their capacities; that supposes that the system is equipped with functionalities enabling him to follow the activity of each one. The system must, above all, support the dialogue, namely by indicators of presence and order the appearance of the questions and answers so that they would be well in correspondence one with another.

- Experts: The expert is the person who is able to answer questions asked in a given field; he can be chosen a priori because of his function, his formation or his experiment and a posteriori according to his behavior observed with respect to the problems arising. He will be subjected to the evaluation of third persons, which makes it possible to correct the possible errors of casting.

- Profiles: By observing the behaviors of the participants, the system attempts to extract information or metaknowledge about the nature of their questions and their answers; it takes into account, in particular, the frequency of the questions and the answers of an individual on a given topic; one can thus determine which are the individuals ready to share their knowledge in some fields; the relevance of the answers, the delay in which they are made and their evaluation from the point of view of their precision and their clearness will contribute to identify experts and to include them in a data base.

- Affinities: The system should not be limited to solve the problems at the present; it must improve its operation while learning permanently; it will be able to determine, in particular, affinities between the experts and those which question them so as to be able to recommend such expert to such person for such type of problem.

- Alarms: At the end of a certain time of training, the system will have to be able to spontaneously provide information to the users for which he knows the needs. This function will be started in the event of happening of new documents or notable changes inside existing documents, important events or a crossing of threshold. The communication system will be used to this end in order to join the interested party anywhere and any time, whether it is on its PC or its mobile.

- The capitalization of knowledge: Every flow thus generated will be analyzed and recorded so as to constitute a reusable base of knowledge when necessary; before seeking for a new solution, one will confine oneself to seek for a solution existing or latent, which can be carried out by a mechanism of pairing or pattern matching putting in correspondence various criteria earmarked by suitable weighting coefficients.

As you can note it according to the few remarks which precede, a communication system requires to call upon a management logic which is not only a technological one.