

Speciality mate under the Knowledge Broker theory for Management Research and Development Center

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ABSTRACT

According to Knowledge Management Conception has known by most of the public, it has conducted the whole knowledge economy expansion. In hence, knowledge broker ' s service has become mainstream in today ' s market. In the past, knowledge broker center consult consumer issues that generally go through by knowledge brokers or specialists interview to the clients side at many times. During these interviews, it will focus on the client matter and scrutinized it to secure the specific category needs. When they positively realize what clients needs, they will assign the proper specialists to assist the client problem. It always need take time to locate the proper specialists to solve the issues and it needs huge amount labor to support the project, too. Due to this research, it has brought up one of the Knowledge Broker Service Center System; this system allows client use the natural language processing through net to request their main issue problems. It could automatically estimate client issue by key in the punctuateword, key word and categories of special classified file of the database to find out the right and proper special specialists to deal with the matter from the Knowledge Broker Center. After every matching process, the group of specialists will investigate the accuracy of the project they have deal with to become the future time database. Refer to the time-to-time experience, it could let every customers issue decode into the correct resolution to solve the issues.

Keywords : Knowledge Broker, Natural Language, Natural Language Processing, Word Segmentation, Fuzzy Theory

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