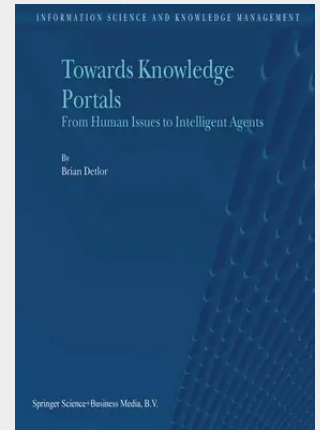


Towards Knowledge Portals

From Human Issues to Intelligent Agents

Adopting an informational perspective towards knowledge work, this book investigates how enterprise portals can promote knowledge creation, distribution, and use. Moving beyond the design and delivery of portals as mere information retrieval tools, an enterprise portal is viewed as a shared information work space that can facilitate communication and collaboration among organizational workers, as well as support the browsing, searching, and retrieval of information content. Adopting an information vantage point, the book uniquely explores the human issues surrounding enterprise portal adoption and use, as well as the utilization of intelligent agents to ameliorate the use of portals for knowledge-based tasks. The result is a novel, rich and comprehensive discussion on the factors affecting the design and utilization of enterprise portals for knowledge work, suitable for both graduate-level students and organizational workers alike.

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