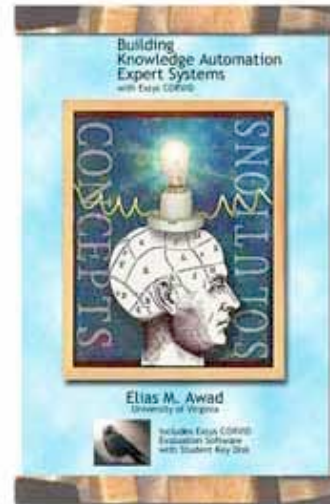## *"Building Knowledge Automation Expert Systems with Exsys Corvid"* by Dr. Elias Awad

Dr. Awad has over 35 years of experience teaching MIS at six universities and more than 10 years experience in building expert systems. He has authored over 19 titles including: *Building Expert Systems: Principles, Procedures, and Applications, Business Data Processing, Automatic Data Processing, Management Information Systems, Systems Analysis and Design, Database Management* and *Human Resources Management: An Information Systems Approach*. In addition, he has published more than 70 papers in professional journals and chaired numerous national conferences on expert systems.

Dr. Awad is currently Virginia Bankers Association Professor at McIntire School of Commerce, University of Virginia, Charlottesville, Virginia. His long history of active involvement with premier computer organizations includes work with the Association for Computing Machinery (ACM), Data Processing Management Association (DPMA), and the International Association of Knowledge Engineers (IAKE). He also serves in the editorial board of several professional MIS journals.

Building Knowledge Automation Expert Systems deals with current realistic approaches of Knowledge Automation Expert System technology - the direct delivery of Knowledge over the Web. Knowledge Automation Web sites deliver decision-making knowledge and customized recommendations through an interactive interface, rather than just providing facts and data. These types of Web-enabled systems can be integrated into Web sites by a variety of techniques discussed in the book. The systems interact with users in a conversational manner that emulates a "consultation" they might have with a human expert. This technology allows Web sites to make the next leap in interactivity and dissemination of knowledge.

The book covers all steps in the process of building and fielding such systems. Sections cover everything from selecting an appropriate problem to fielding a finished system. A very important section covers the often-overlooked issues of working with experts, reaching consensus among multiple experts and various techniques for extracting decision-making knowledge in a usable form. Other sections cover the issues of fielding systems on the Web and the pros and cons of the various approaches.

Each chapter includes:

- An "Implications for Management" section
- Terms to Learn
- Review and Discussion Questions
- Exercises and Cases

Bundled with the book is an evaluation copy of Exsys Inc.'s latest Corvid® tool, which is based on over 27 years of working closely with many developers to successfully build Knowledge Automation Expert Systems. This is a working version that allows building small systems and fielding them on a Web site. In addition to the current evaluation version of Corvid, a key code is provided that extends the time limits and size of systems that can be built to 120 days and 250 nodes. This enables larger systems to be built and, by allowing the software to run for a full semester, provides an ideal tool for classroom use. The Corvid software includes a "Quick Start" tutorial, software tours, and a manual that shows how to use the main features of the development software. Corvid is a well-proven knowledge automation expert system development tool that is easy to learn. The concepts described in the book can be rapidly and effectively implemented on actual Web sites with minimal time spent learning to use the software.