

GENESYS[®]

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Genesys Knowledge Management User Guide

Procedure: Creating an FAQ Object

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Procedure: Creating an FAQ Object

This topic describes part of the functionality of Genesys Content Analyzer.

To create an FAQ Object, use the following procedure.

- 1. On the FAQ tab, do one of the following:
 - a. Select File > New.
 - b. On the left-hand pane, right-click and select New FAQ Object.

New FAQ Object	
Neme:	Bobs_FAQ
Category tree:	Baks_Books_July
Training object	Boks01
Model:	BobsO1Model
	CK Cancel

New FAQ Object Dialog Box

- 3. The New FAQ Object dialog box appears, as shown in "New FAQ Object Dialog Box." On it:
 - a. Enter a name.
 - b. Select a category tree, training object, and model. The category tree and training object are required. You can create an FAQ object without a model, but you will not be able to use it in conjunction with content analysis.
- 3. Click OK.

The FAQ tab then appears as in the figure "FAQ Object."

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FAQ Object

The FAQ tab contains the following panes:

- Left—Displays a list of all FAQ objects
- Center, with two subtabs:
 - Full Category Tree—Displays the entire category tree that serves as the source of the FAQ object that is selected in the left pane
 - FAQ Category Tree—Displays the selected FAQ object itself
- Right—These panes vary, depending on which of the center subtabs is selected.