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# Genesys Knowledge Center User's Guide

Knowledge Center 8.5.0

3/14/2022

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# Welcome

## Important

Genesys Knowledge Center is now available as a restricted offering. You must contact your Genesys representative to see if Genesys Knowledge Center is suitable for your environment and business needs. The documentation here anticipates a larger rollout of Genesys Knowledge Center in late 2015.

Welcome to the *Genesys Knowledge Center 8.5.0 User's Guide*. This document provides procedures and instructions for common tasks you need to perform when administering, authoring, and using the knowledge that Genesys Knowledge Center provides. See the summary of chapters below.

### Agent Assisted Knowledge

Working with Knowledge Center Plugin for Genesys Workspace Desktop Edition

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[Knowledge Center Plugin for Workspace Desktop Edition](#)

### Authoring

Learn how to use Knowledge Center CMS

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[Using the CMS to Work with Knowledge Bases](#)

### Reporting

Find information to help you understand reporting capabilities added to Pulse

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[Using the Pulse Plugin](#)

# Knowledge Center Plugin for Workspace Desktop Edition

Integrating Knowledge Center with Workspace Desktop Edition

## Overview

The Knowledge Center Plugin for Workspace Desktop Edition enables your agents to:

- Browse a customer's search history while they work with the accepted interaction
- Search for answers to a customer's questions in the Knowledge Center knowledge base and copy any relevant answers to the reply
- Copy Found Answers to a Reply
- Suggest answers for missing questions in knowledge base

### Important

To work with Knowledge Center plugin the agent must have **Knowledge.Worker** privileges.

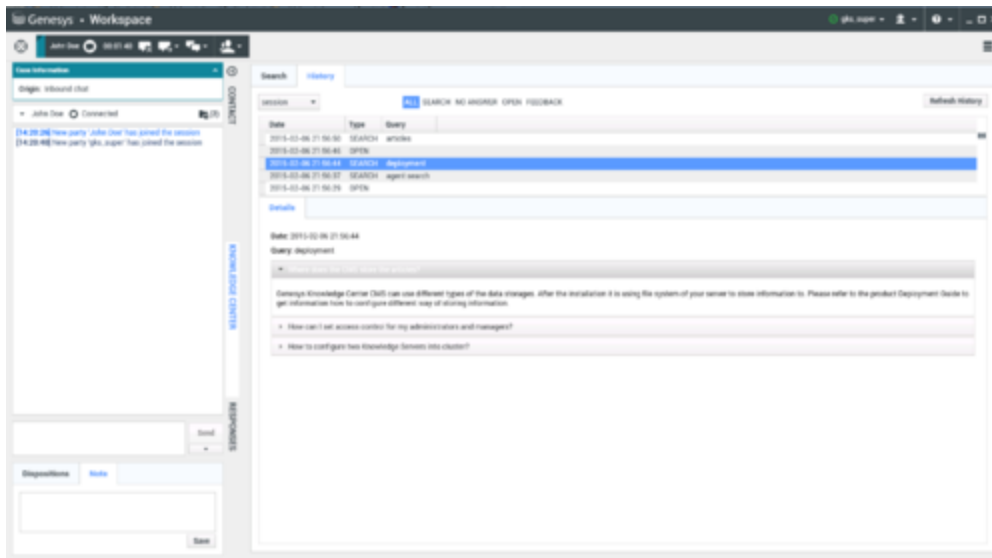
## Browsing Customer's Search History

### Prerequisites

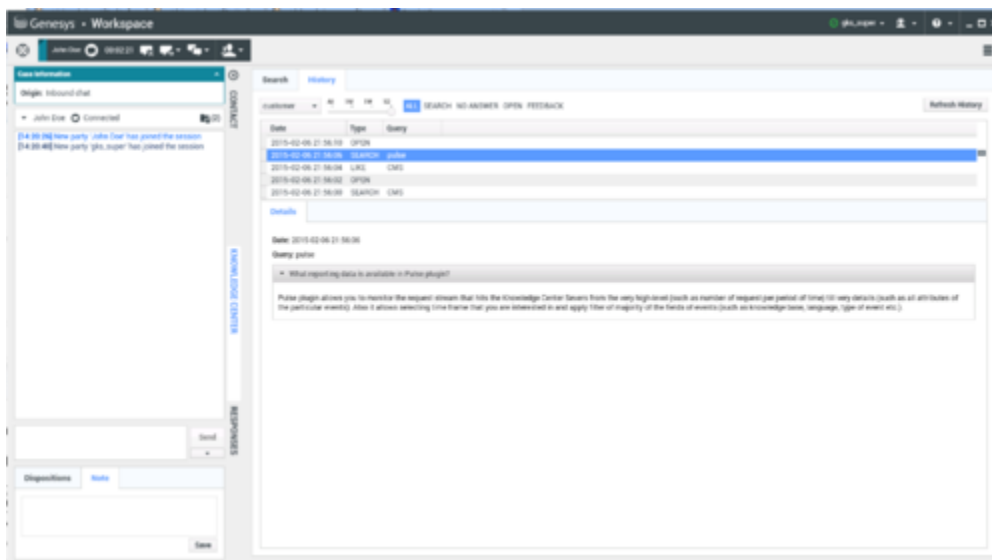
- The incoming interaction has been accepted.

### Start

1. Go to the **Knowledge Center** tab.
2. Open the **History** tab.
3. Browse either the customer's search history from the current session or the customer's entire search history (by choosing either **Session** or **Customer** in the drop-down).



Browsing a Customer's Search History for the Current Session



Browsing a Customer's Entire Search History

## End

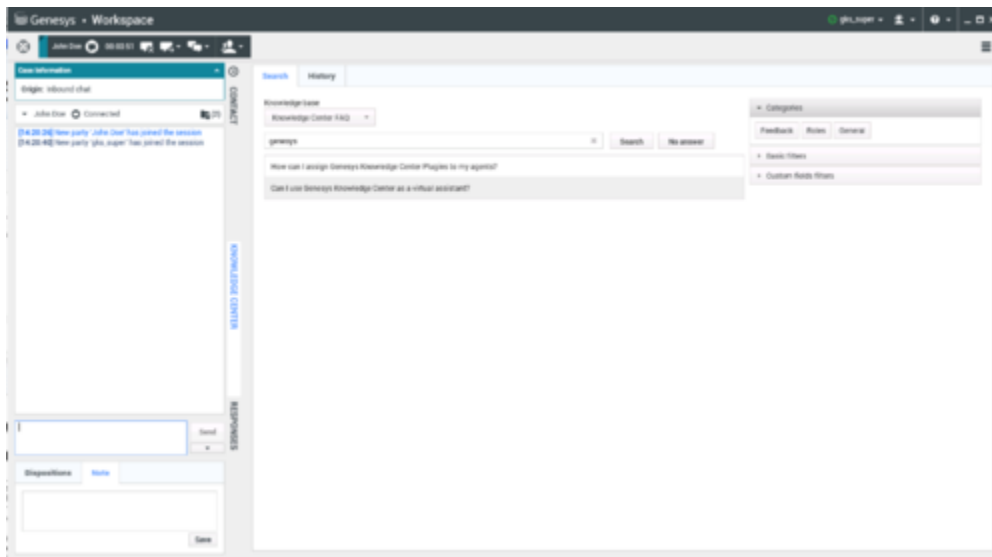
## Searching for Answers in a Knowledge Base

### Prerequisites

- The incoming interaction has been accepted.

## Start

1. Go to the **Knowledge Center** tab.
2. Open the **Search** tab.
3. Enter the search term and either click the **Search** button or hit **Enter**.
4. Knowledge Center will provide the appropriate search results.



Searching for Answers in the Knowledge Center Knowledge Base

5. You can filter these search results by using the filters that appear on the left side of the **Search** tab.

## End

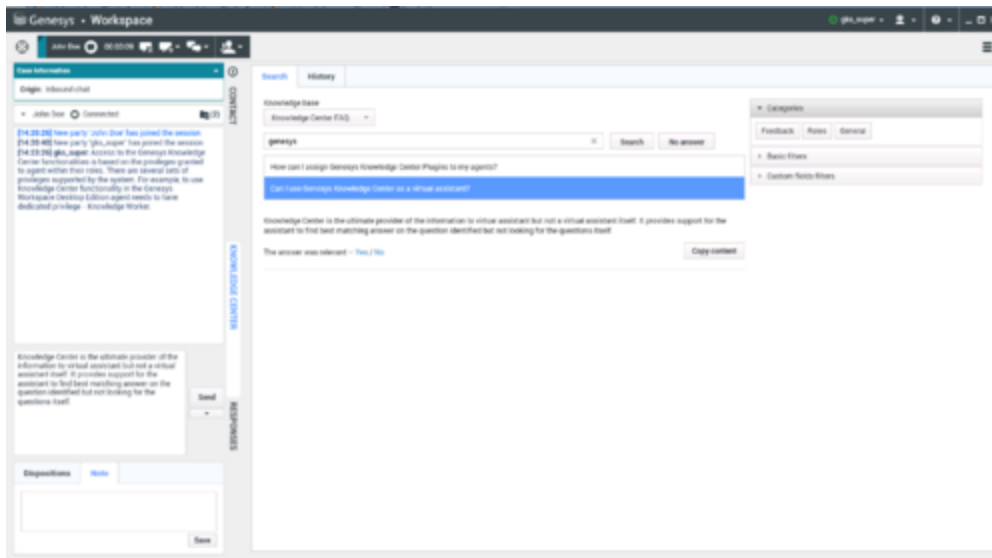
## Copying Found Answers to Reply

### Prerequisites

- The incoming interaction has been accepted.

## Start

1. Go to the **Knowledge Center** tab.
2. Open the **Search** tab.
3. Enter the search term and either click the **Search** button or hit **Enter**.
4. Choose an answer.
5. Click the **Copy content** button.



Copying Answers to a Reply

### End

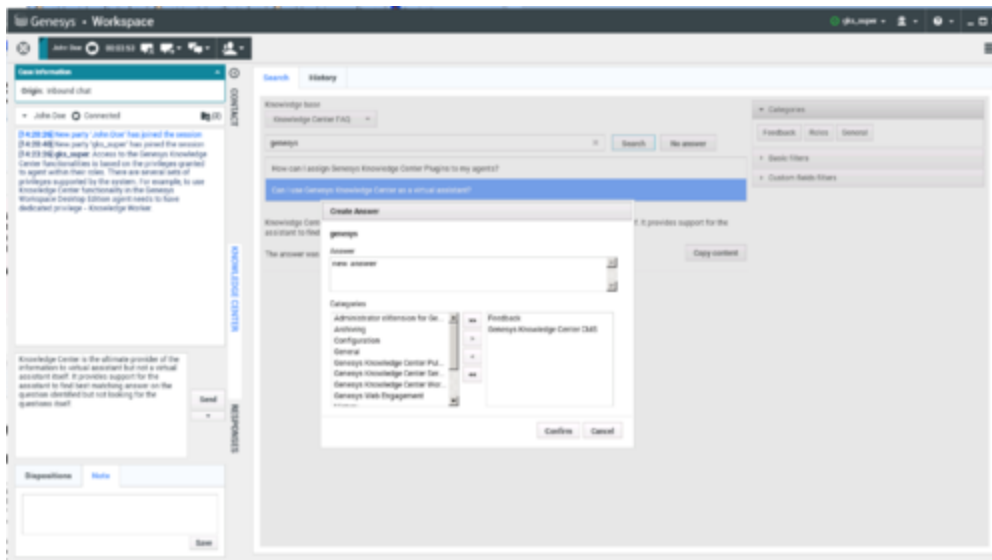
Suggesting an answer for missing questions in knowledge base

### Prerequisites

- The incoming interaction has been accepted.

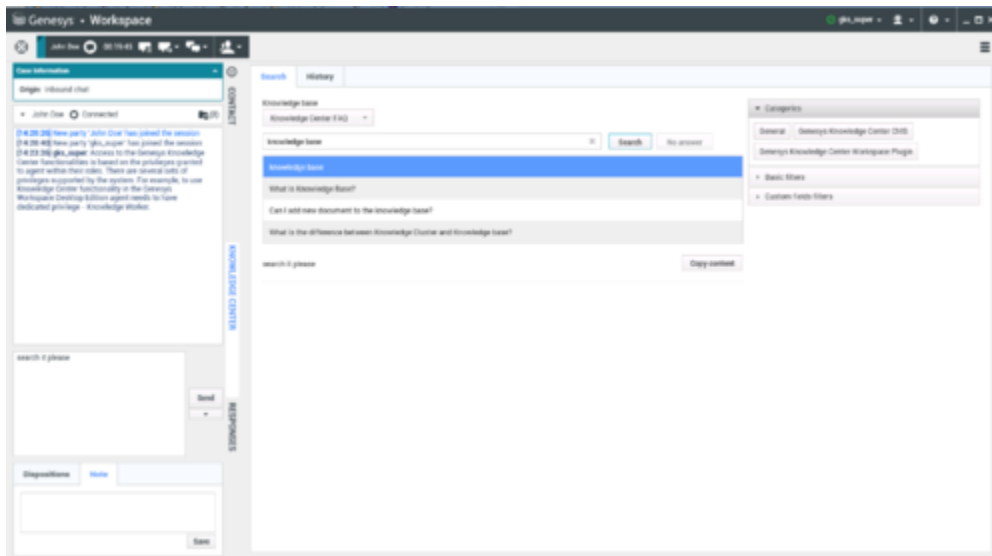
### Start

1. Go to the **Knowledge Center** tab.
2. Open the **Search** tab.
3. Enter the search term and either click the **Search** button or hit **Enter**.
4. Click **No answer** button.
5. Click **Yes** when asked "Do you want to compose the answer for the question?".
6. Compose the answer, set the appropriate categories, and submit the answer by clicking **Confirm**.



### Creating New Answers for Unanswered Questions

7. You can copy the new answer as a reply to the customer by clicking **Yes** when asked, "Do you want to post answer to customer?".
8. The answer will be stored locally during the agent's working session.



### Storing New Answers

## End



# Using the CMS to Work with Knowledge Bases

## Overview

After **logging in**, you can use the Genesys Knowledge Center CMS to:

- **Work with Knowledge Base** (create, update, and delete knowledge bases)
- **Work with Categories** (assign categories to the documents in knowledge base)
- **Work with Documents** (create, update, and delete the contents of your knowledge bases by authoring questions and answers)
- **Export Knowledge base to Knowledge Center Server**
- **Work with Customer Feedback**

## Logging Into the CMS

### Prerequisites

- A user with Knowledge Server CMS privileges has been created in Config Server.

### Start

1. Enter your user name and password and press the **Log In** button.



Knowledge Center CMS

Log In

Genesys Knowledge Center CMS Login

**End**

## Working with Knowledge Bases

### Creating a New Knowledge Base

#### Prerequisites

- **Knowledge.CMS.Administrator** privileges have been assigned to the user.

#### Start

1. Click the + sign on the main page.

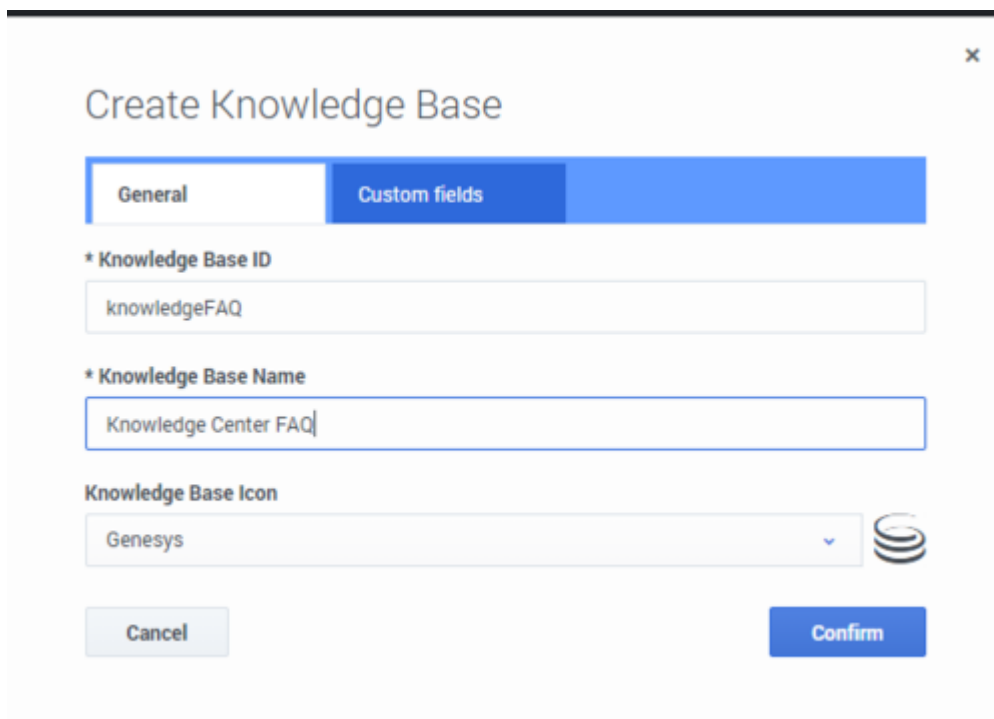


Adding a Knowledge Base

2. The **Create Knowledge Base** window appears.

On the **General** tab:

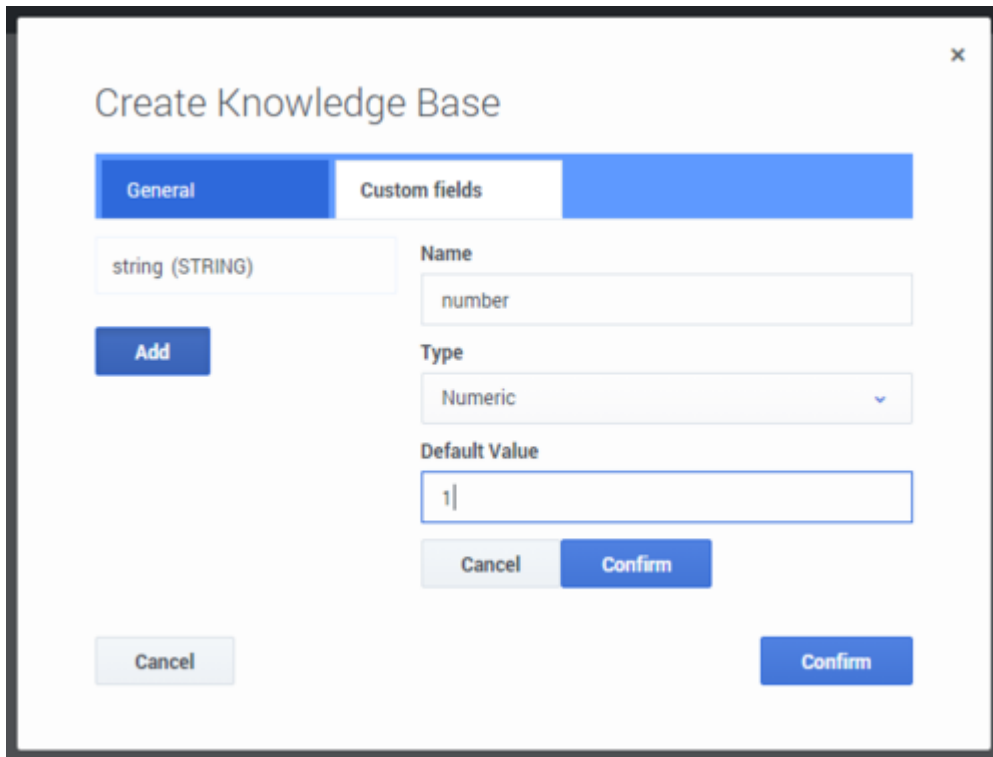
- Enter the unique knowledge base ID (the ID should consist only of numbers, Latin letters and underscores, with a maximum length of 50 characters).
- Enter knowledge base name (maximum length of 50 characters).
- If you want to, you can also change the default icon assigned to the knowledge base.

A screenshot of the 'Create Knowledge Base' dialog box. The dialog has a title bar with a close button (X). It contains two tabs: 'General' (selected) and 'Custom fields'. Under the 'General' tab, there are three input fields: '\* Knowledge Base ID' with the value 'knowledgeFAQ', '\* Knowledge Base Name' with the value 'Knowledge Center FAQ', and 'Knowledge Base Icon' with a dropdown menu showing 'Genesys' and a Genesys logo icon. At the bottom, there are 'Cancel' and 'Confirm' buttons.

Creating a Knowledge Base

3. To add custom fields, navigate to the **Custom Fields** tab and perform the following actions for each custom field:
  - Press the **Add** button.

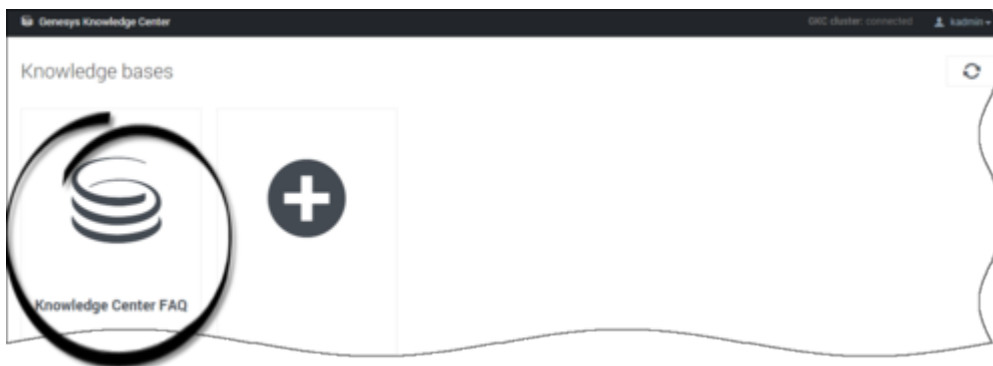
- Enter the unique name of the field (the name should consist only of numbers, Latin letters and underscores, with a maximum length of 50 characters).
- Choose the field type.
- Enter a default value, if you would like the field to have one.
- Press the **Confirm** button.



The screenshot shows a 'Create Knowledge Base' dialog box with a close button (X) in the top right corner. It has two tabs: 'General' and 'Custom fields'. The 'Custom fields' tab is active. On the left, there is a text input field containing 'string (STRING)' and a blue 'Add' button below it. On the right, there are three input fields: 'Name' with 'number', 'Type' with a dropdown menu showing 'Numeric', and 'Default Value' with '1'. At the bottom right of the dialog are 'Cancel' and 'Confirm' buttons. At the bottom left, outside the main dialog area, is another 'Cancel' button.

Confirm Knowledge Base Creation

4. Click **Confirm** to create the new knowledge base.



Knowledge Base Now Available

**End**

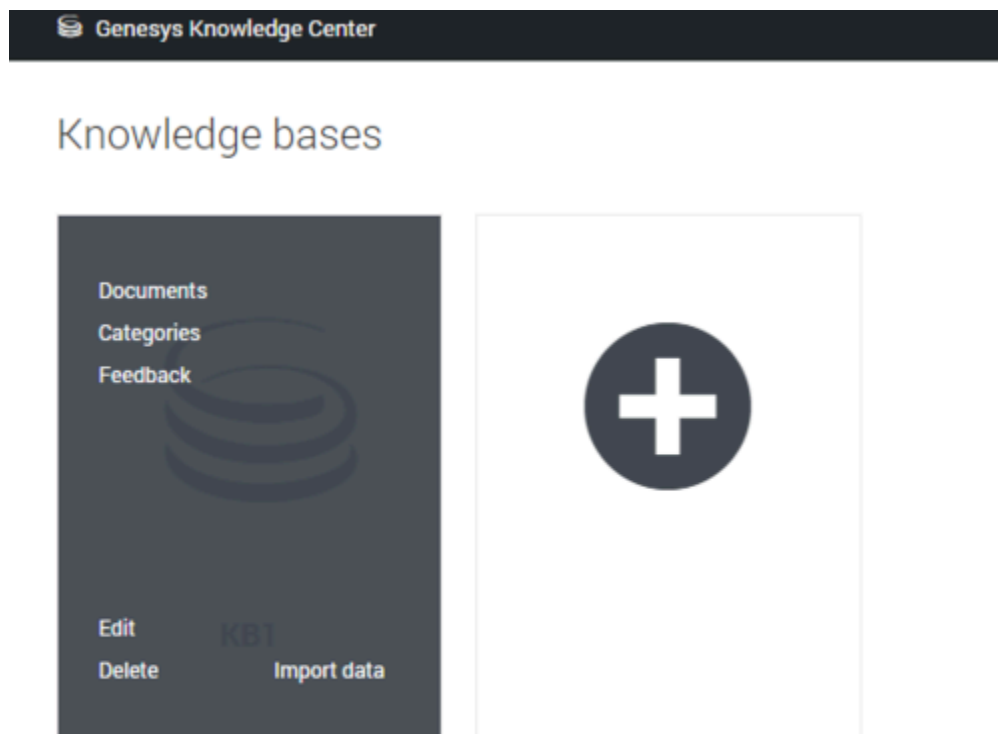
## Deleting a Knowledge Base

### Prerequisites

- The knowledge base has been defined in the CMS.
- **Knowledge.CMS.Administrator** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.



### Deleting a Knowledge Base

2. Click **Delete** and confirm the action in the dialog box.

### End

## Editing a Knowledge Base Definition

### Prerequisites

- The knowledge base has been defined in the CMS.
- **Knowledge.CMS.Administrator** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Edit**.
3. The **Edit Knowledge Base** window appears.
4. Press **Confirm** to save your changes.

### End

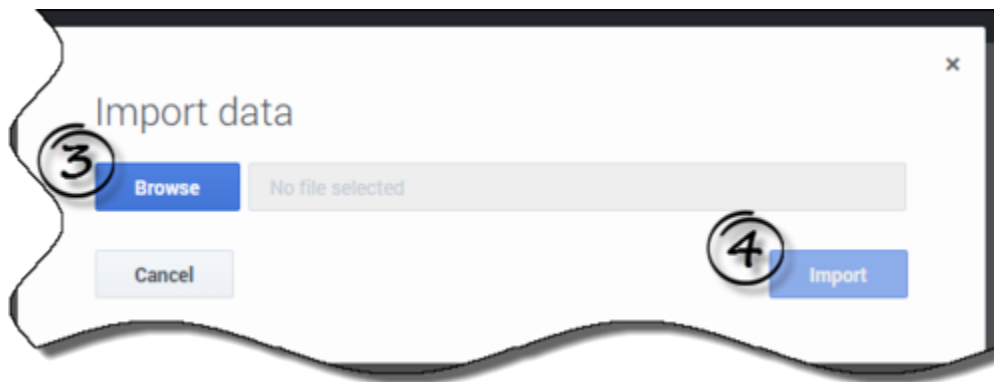
## Importing Initial Documents

### Prerequisites

- The knowledge base has been defined in the CMS.
- **Knowledge.CMS.Document.Author** or **Knowledge.CMS.Category.Author** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Import data**.
3. Browse to the appropriate XML file.



### Importing Knowledge Base Data

4. Click **Import**; your data be will imported into the CMS.

### End

## Working with Categories

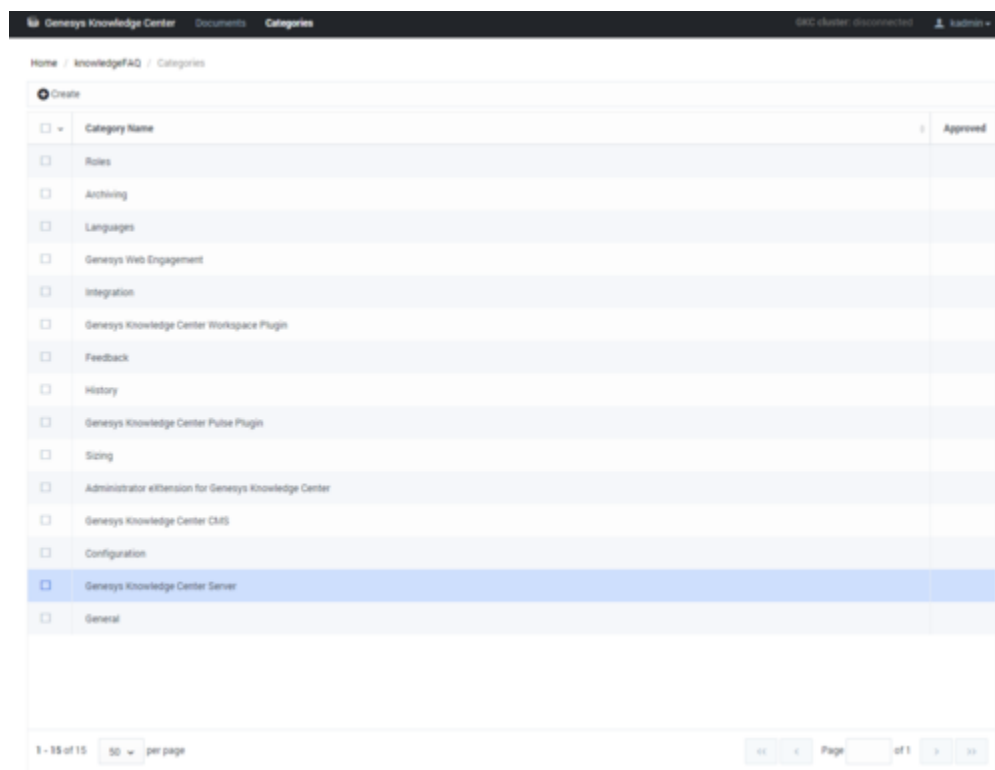
### Creating a New Category

#### Prerequisites

- The knowledge base has been defined in the CMS.
- **Knowledge.CMS.Category.Author** privileges have been assigned to the user.
- No category has been selected.

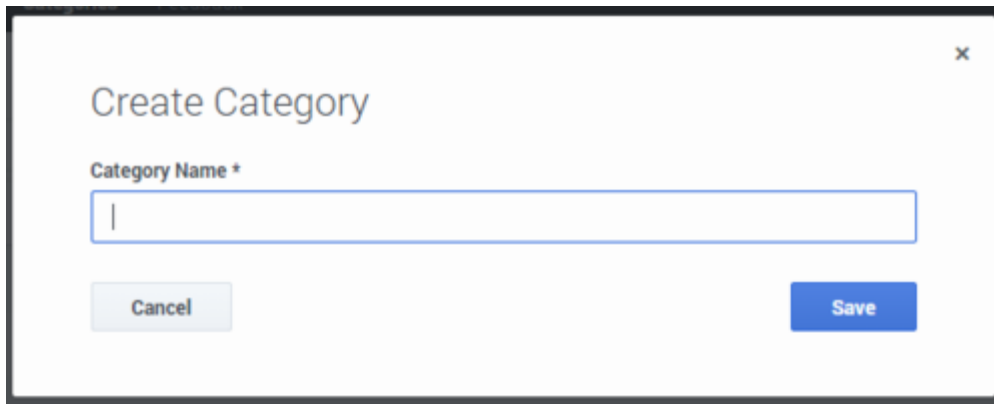
#### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Categories**.



#### Selecting Knowledge Base Categories

3. Press the **Create** button.
4. The **Create Category** window appears.
5. Enter your category name.

A dialog box titled "Create Category" with a close button (X) in the top right corner. It contains a text input field labeled "Category Name \*" with a cursor inside. Below the input field are two buttons: "Cancel" on the left and "Save" on the right.

Creating a Knowledge Base Category

6. Save your changes or cancel them, using the appropriate buttons.

## End

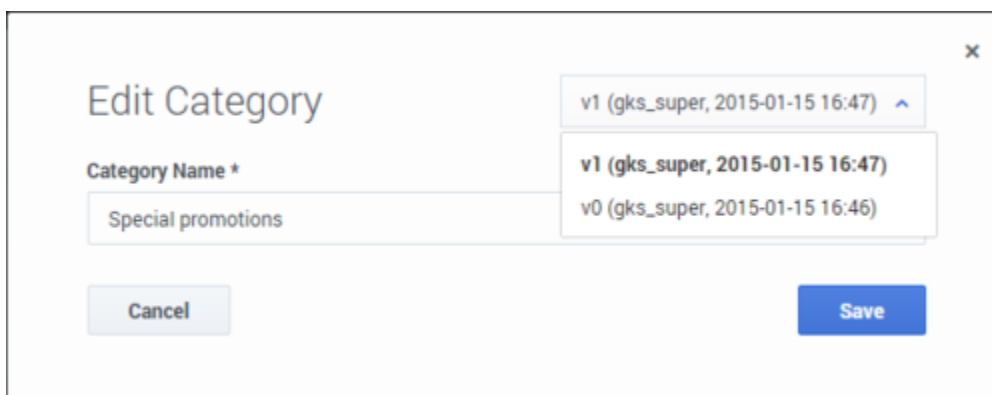
## Viewing or Modifying a Category

### Prerequisites

- The knowledge base has been defined in the CMS.
- The category has already been created.
- **Knowledge.CMS.Category.Author** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Categories**.
3. Choose your category from the list and click the **Edit** button or double-click on the appropriate row.
4. The **Edit Category** window appears.

A dialog box titled "Edit Category" with a close button (X) in the top right corner. It contains a text input field labeled "Category Name \*" with the text "Special promotions" inside. To the right of the input field is a dropdown menu showing "v1 (gks\_super, 2015-01-15 16:47)" with a list of options: "v1 (gks\_super, 2015-01-15 16:47)" and "v0 (gks\_super, 2015-01-15 16:46)". Below the input field are two buttons: "Cancel" on the left and "Save" on the right.

Editing a Knowledge Base Category



5. View or browse through the category changes history (using the drop-down with versions) or make changes in the category name.
6. Save your changes or cancel them, using the appropriate buttons.
7. Every time you make a change, a new version of the category will be created and the new version of the formerly approved category will be given a state of **not approved**.

### End

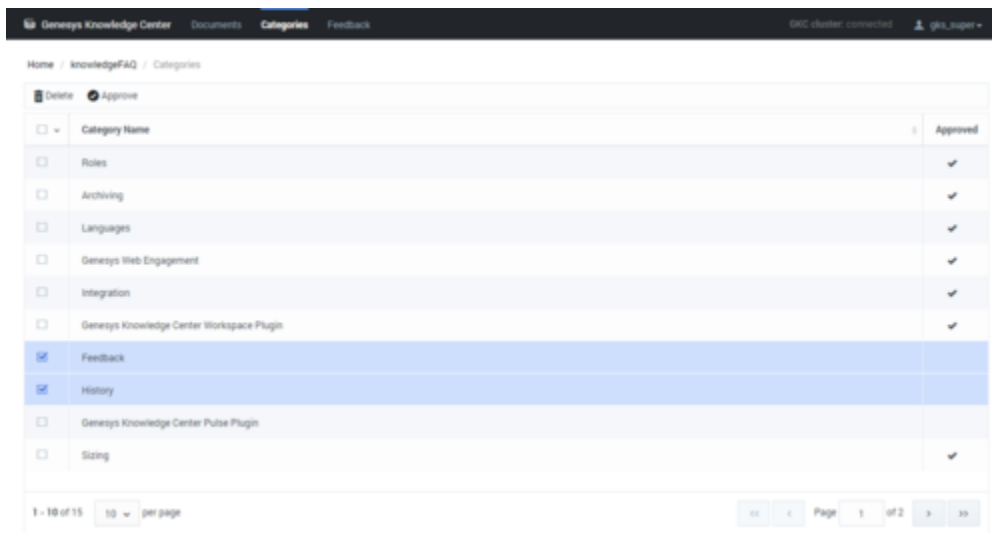
## Deleting Categories

### Prerequisites

- The knowledge base has been defined in the CMS.
- The category has already been created.
- **Knowledge.CMS.Category.Author** privileges have been assigned to the user.
- A connection to Genesys Knowledge Center is available.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Categories**.
3. Select one or more categories from the list.



### Selecting Categories in the CMS

4. Press the **Delete** button.



Deleting Selected Categories

5. Confirm your action in the pop-up.

## End

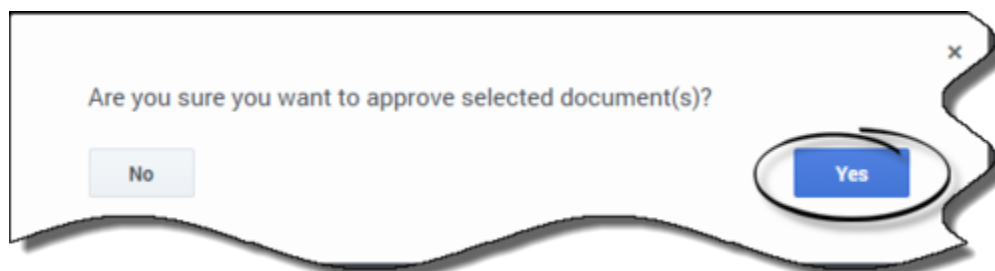
## Approving Categories

### Prerequisites

- The knowledge base has been defined in the CMS.
- The categories have already been created.
- **Knowledge.CMS.Approver** privileges have been assigned to the user.

## Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Categories**.
3. Choose one or more categories from the list.
4. Click the **Approve** button.



Approving Categories

5. Confirm your action in the pop-up.

## End

## Working with Documents

### Creating a Document

#### Prerequisites

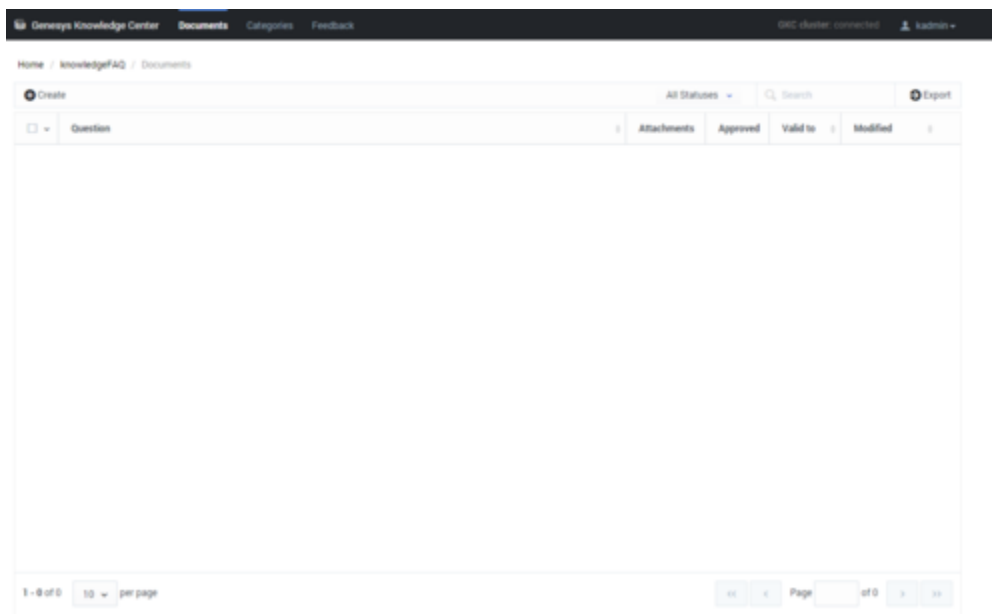
- The knowledge base has been defined in the CMS.
- The appropriate categories have been created.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

#### Important

The maximum size of attachments is 20MB.

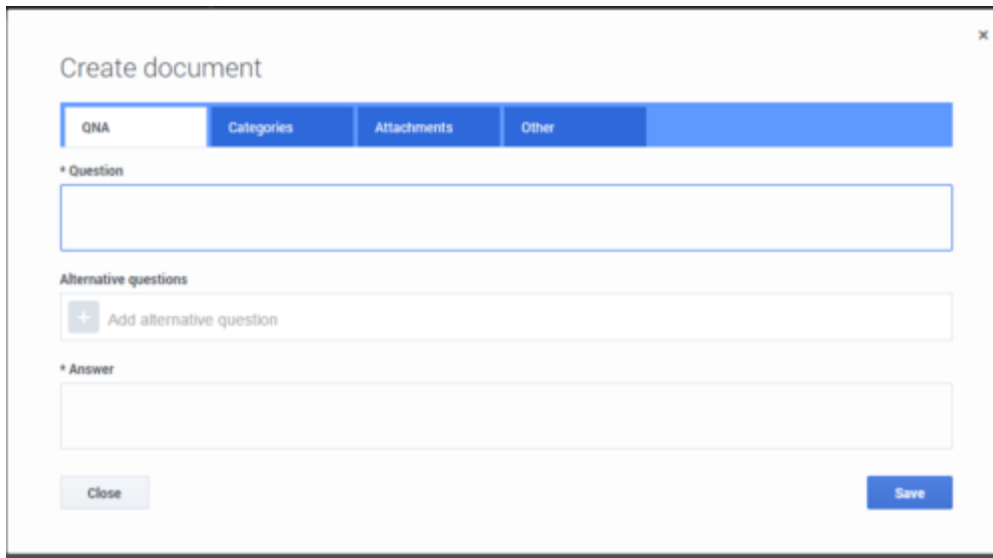
#### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Documents**; a list of documents appears.



#### Listing Documents

3. Click the **Create** button; the **Create Document** window appears.



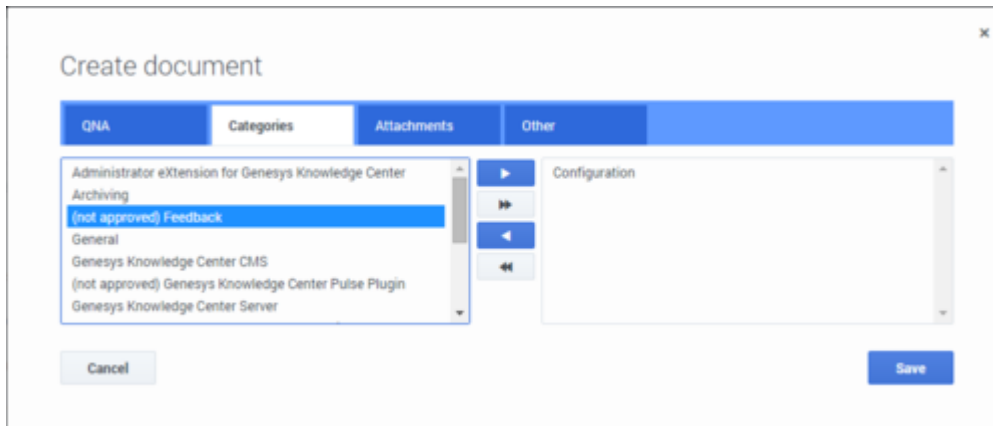
The screenshot shows the 'Create document' dialog box with the 'QNA' tab selected. The dialog has a title bar with a close button (X). Below the title bar are four tabs: 'QNA', 'Categories', 'Attachments', and 'Other'. The 'QNA' tab is active, showing a form with the following fields:

- \* Question**: A large text input field.
- Alternative questions**: A section with a '+' icon and the text 'Add alternative question'.
- \* Answer**: A large text input field.

At the bottom of the dialog are two buttons: 'Close' and 'Save'.

Creating a Document

4. Fill in the **QNA** tab by adding **Question** and **Answer** (required) and alternative wordings of the question (by pressing the + sign in the **Alternative questions** field).
5. Fill in the **Categories** tab by selecting the appropriate categories from the list on the left and moving them to the right.



The screenshot shows the 'Create document' dialog box with the 'Categories' tab selected. The dialog has a title bar with a close button (X). Below the title bar are four tabs: 'QNA', 'Categories', 'Attachments', and 'Other'. The 'Categories' tab is active, showing a list of categories on the left and a 'Configuration' field on the right.

**Categories List:**

- Administrator eXtension for Genesys Knowledge Center
- Archiving
- (not approved) Feedback
- General
- Genesys Knowledge Center CMS
- (not approved) Genesys Knowledge Center Pulse Plugin
- Genesys Knowledge Center Server

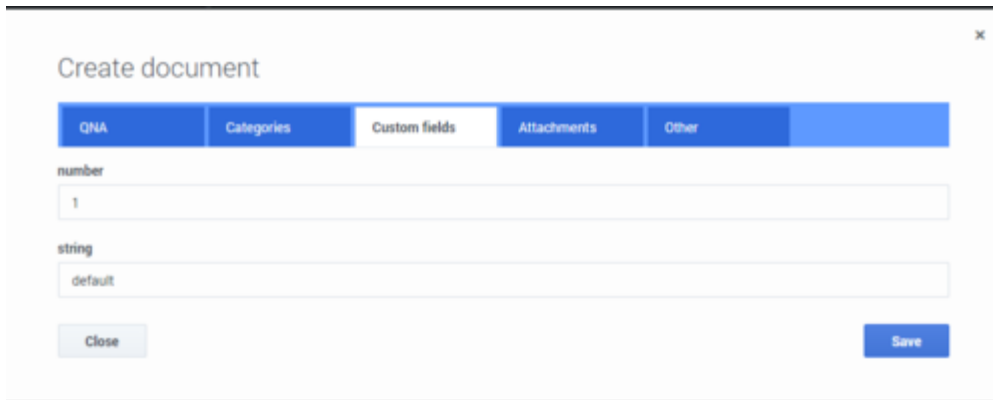
**Configuration:**

Configuration

At the bottom of the dialog are two buttons: 'Cancel' and 'Save'.

Adding Categories to a New Document

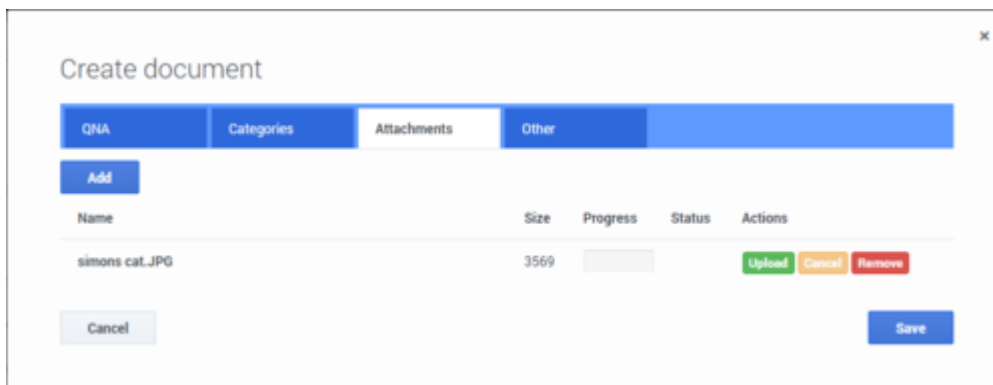
6. Fill in the desired **Custom fields** values.



The screenshot shows a 'Create document' dialog box with a close button (X) in the top right corner. It features a tabbed interface with five tabs: 'QNA', 'Categories', 'Custom fields' (which is the active tab), 'Attachments', and 'Other'. Below the tabs, there are two input fields: a 'number' field containing the value '1' and a 'string' field containing the value 'default'. At the bottom of the dialog, there are two buttons: 'Close' on the left and 'Save' on the right.

Adding Custom Fields to a New Document

7. Add **Attachments** by pressing the **Add** button and then the **Upload** button. To remove attachments, press the **Remove** button.



The screenshot shows the 'Create document' dialog box with the 'Attachments' tab selected. An 'Add' button is located below the tabs. Below this, there is a table with the following structure:

Name	Size	Progress	Status	Actions
simons cat.JPG	3569	<div></div>		<span>Upload</span> <span>Cancel</span> <span>Remove</span>

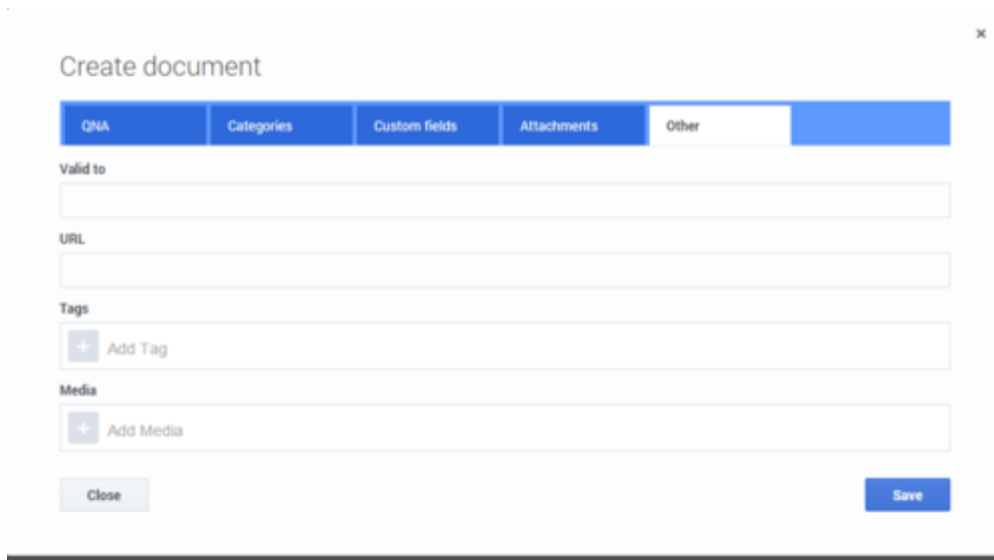
Below the table, there is a 'Cancel' button on the left and a 'Save' button on the right.

Adding Attachments to a New Document

### Important

Maximum file size: 20 MB.

8. Fill in the **Other** tab, as needed.



Adding Other to a New Document

9. Save your changes or cancel them, using the appropriate buttons.

## End

## Viewing or Modifying a Document

### Prerequisites

- The knowledge base has been defined in the CMS.
- The appropriate categories have been created.
- The Document has already been created.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Documents**; a list of documents appears.

## Using the CMS to Work with Knowledge Bases

Genesys Knowledge Center Documents Categories

GKC cluster: disconnected kadmin

Home / knowledgeFAQ / Documents

Create

Categories

All Statuses

Search

Export

<input type="checkbox"/>	Question	Attachments	Approved	Valid to	Modified
<input type="checkbox"/>	Can I use Genesys Knowledge Center as a virtual assistant?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I configure my knowledge article approval workflow and lifecycle?				2015-02-06 23:18:56
<input type="checkbox"/>	How can I assign Genesys Knowledge Center Plugins to my agents?				2015-02-06 23:18:56
<input type="checkbox"/>	How can I set access control for my administrators and managers?				2015-02-06 23:18:56
<input type="checkbox"/>	How can I archive older knowledge articles?				2015-02-06 23:18:56
<input type="checkbox"/>	Does Genesys Knowledge Center know how much time a person spends reading article?				2015-02-06 23:18:56
<input type="checkbox"/>	How can I add search capability to a custom agent desktop?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I do Search Engine Optimization for articles created in Knowledge Center CMS?				2015-02-06 23:18:56
<input type="checkbox"/>	Are there limitations on what and how many sources it can index information from?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I make my CMS store content in a database or other data store				2015-02-06 23:18:56
<input type="checkbox"/>	Where does the CMS store the articles?				2015-02-06 23:18:56
<input type="checkbox"/>	Should I let Knowledge Server know whether a user viewed only 1 or 5 answers provided?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I search for knowledge articles in French or other languages?				2015-02-06 23:18:56
<input type="checkbox"/>	Are agent feedbacks treated differently from customer feedbacks?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I prevent customers from seeing certain knowledge articles?				2015-02-06 23:18:56
<input type="checkbox"/>	The FAQs I have are publicly available, can I provide links to them?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I publish the articles authored in my CMS on to my website?				2015-02-06 23:18:56
<input type="checkbox"/>	Can I store knowledge articles in different languages?				2015-02-06 23:18:56

1 - 50 of 53

50 per page

<< < Page of 2 > >>

3. Choose a Document from the list and click **Edit**, or double-click the appropriate row.
4. View or browse through the category changes history (using the drop-down with versions), or make changes in the editor.

The screenshot shows the 'Edit document' interface. At the top right, a dropdown menu displays 'v0 (kadmin, 2015-02-06 23:18)'. Below this is a horizontal tab bar with 'QNA', 'Categories', 'Attachments', and 'Other'. The 'QNA' tab is selected. The main content area is divided into three sections: '\* Question' with a text input field containing 'Can I use Genesys Knowledge Center as a virtual assistant?', 'Alternative questions' with a '+ Add alternative question' button, and '\* Answer' with a text area containing 'Knowledge Center is the ultimate provider of the information to virtual assistant but not a virtual assistant itself. It provides support for the assistant to find best matching answer on the question identified but not looking for the questions itself.' At the bottom are 'Cancel' and 'Save' buttons.

Editing a Document

5. Save your changes or cancel them, using the appropriate buttons.
6. Every time you make a change, a new version of the document will be created and the new version of the formerly approved document will be given a state of **not approved**.

This screenshot is similar to the previous one but shows a dropdown menu for document versions. The dropdown is open, showing a list of versions: 'v2 (kadmin, 2015-02-06 23:23)' (highlighted), 'v2 (kadmin, 2015-02-06 23:23)', 'v1 (kadmin, 2015-02-06 23:22)', and 'v0 (kadmin, 2015-02-06 23:18)'. The rest of the interface, including the tabs and content fields, remains the same.

Document Versions

**End**

## Deleting a Document

### Prerequisites

- The knowledge base has been defined in the CMS.
- The Document has already been created.



- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

### Important

You cannot delete a document from the knowledge base on the CMS if Genesys Knowledge Center Server does not contain a knowledge base with the same name.

#### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Documents**.
3. Select one or more Documents from the list.
4. Click the **Delete** button.
5. Confirm your action in the pop-up.



Deleting a Document

#### End

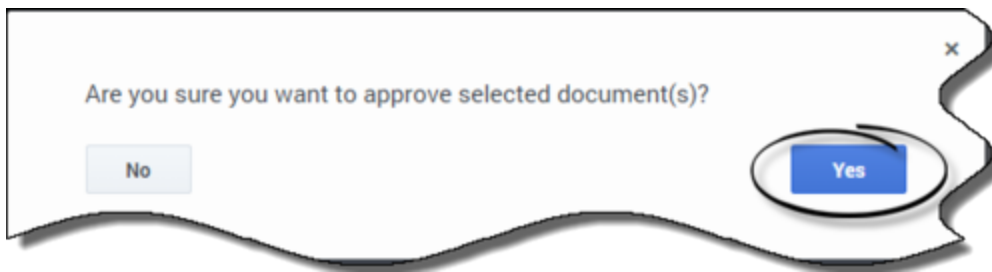
## Approving Documents

### Prerequisites

- The knowledge base has been defined in the CMS.
- The Document has already been created.
- **Knowledge.CMS.Approver** privileges have been assigned to the user.

#### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
  2. Click **Documents**.
  3. Select one or more Documents from the list.
  4. Click the **Approve** button.
-



Approving a Document

5. Confirm your action in the pop-up.

## End

## Exporting Knowledge base to Knowledge Center Server

### Important

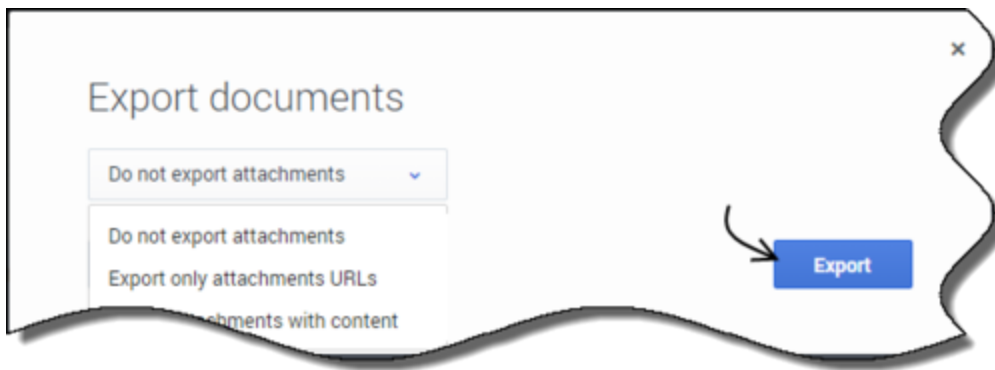
Only approved documents and categories will be exported to the Knowledge Center Server.

### Prerequisites

- The knowledge base has been defined in the CMS.
- The categories have already been created and approved.
- Your Documents have been created and approved.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Approver** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Documents**.
3. Click the **Export** button; the **Export documents** window appears.
4. Choose the desired export mode in the pop-up and click **Export**; all approved documents from the CMS will be exported into Genesys Knowledge Center Server.



Exporting Documents

**End**

## Working with Customer Feedback

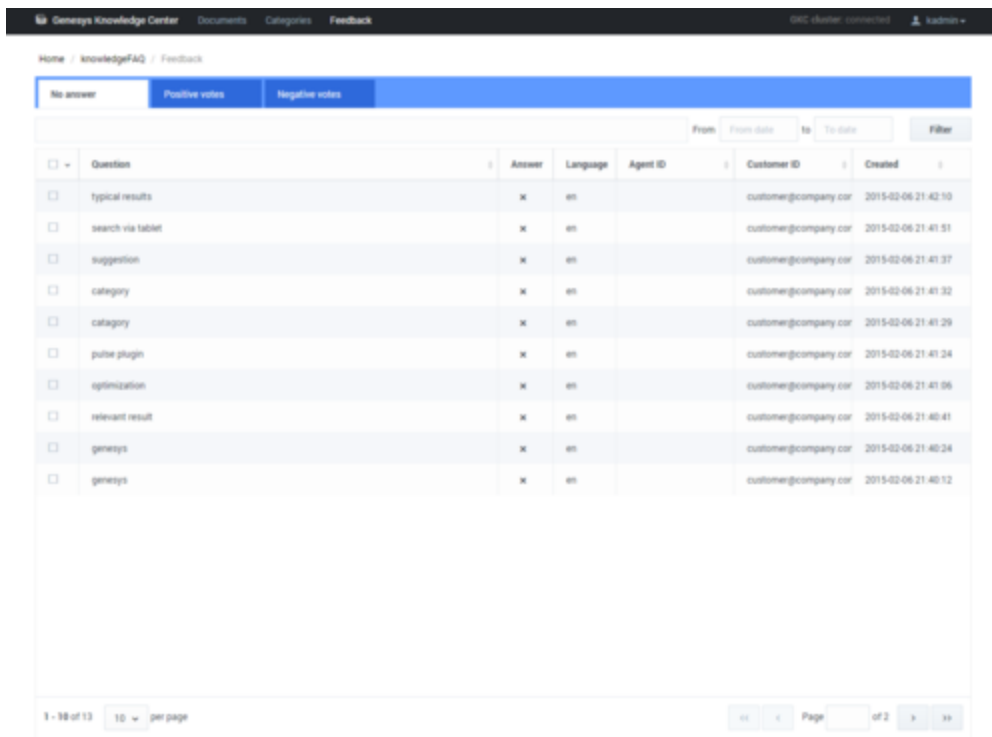
### Processing a "No answer" Item

#### Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

#### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Feedback**.
3. Choose the **No answer** tab.

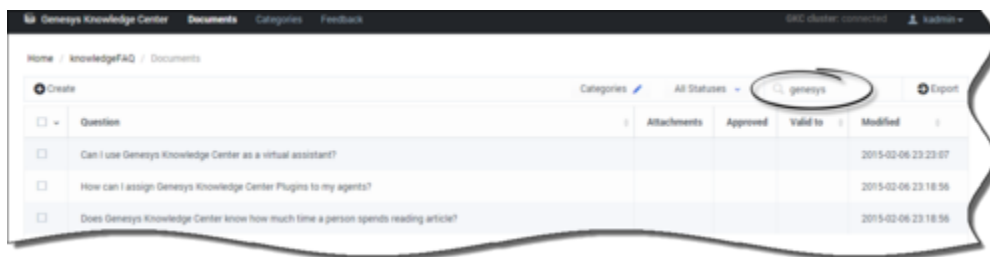


The screenshot shows the 'Feedback' section of the Genesys Knowledge Center. The 'No answer' tab is selected. A table lists 13 items with columns for Question, Answer, Language, Agent ID, Customer ID, and Created. The first item is 'typical results'.

Question	Answer	Language	Agent ID	Customer ID	Created
typical results	x	en		customer@company.com	2015-02-06 21:42:10
search via tablet	x	en		customer@company.com	2015-02-06 21:41:51
suggestion	x	en		customer@company.com	2015-02-06 21:41:37
category	x	en		customer@company.com	2015-02-06 21:41:32
category	x	en		customer@company.com	2015-02-06 21:41:29
pulse plugin	x	en		customer@company.com	2015-02-06 21:41:24
optimization	x	en		customer@company.com	2015-02-06 21:41:06
relevant result	x	en		customer@company.com	2015-02-06 21:40:41
genesys	x	en		customer@company.com	2015-02-06 21:40:24
genesys	x	en		customer@company.com	2015-02-06 21:40:12

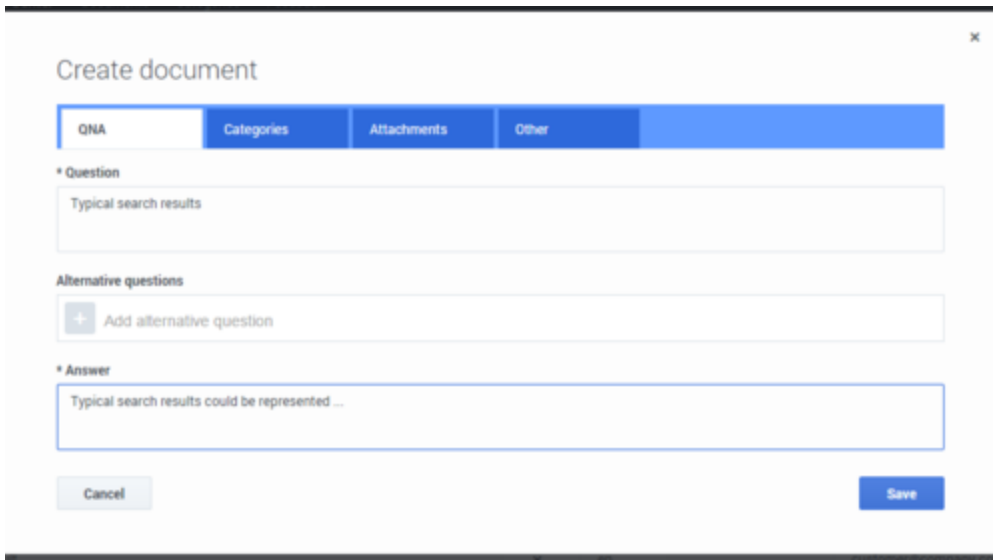
### Processing a No Answer Item

4. Choose one or more items from the list.
5. Process each item:
  - Search for similar existing questions using the **Search** button.



### Finding Similar Questions

- Click the **Create document** button and create a new document based on the **No answer** item.



Creating a New Answer

- Delete unnecessary items using the **Delete** button.

### End

## Processing Positive Votes

### Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Feedback**.
3. Choose the **Positive votes** tab.

Genesys Knowledge Center Documents Categories Feedback gkc cluster: connected kadmin

Home / knowledgeFAQ / Feedback

No answer Positive votes Negative votes

From From date To To date Filter

<input type="checkbox"/>	Originator	Query	Document Question	Moment
<input type="checkbox"/>		typical results	Why there are no results returned on my query?	2015-02-06 21:42:13
<input type="checkbox"/>		search via tablet	Can I search for knowledge articles in French or other languages?	2015-02-06 21:41:54
<input type="checkbox"/>		engine genesys	Can I do Search Engine Optimization for articles created in Knowledge Center CS.	2015-02-06 21:41:15
<input type="checkbox"/>		pass search	Can I do Search Engine Optimization for articles created in Knowledge Center CS.	2015-02-06 21:40:56
<input type="checkbox"/>		genesys	Can I use Genesys Knowledge Center as a virtual assistant?	2015-02-06 21:40:20
<input type="checkbox"/>		genesys	How can I assign Genesys Knowledge Center Plugins to my agents?	2015-02-06 21:40:16
<input type="checkbox"/>		knowledge	What is the difference between Knowledge Cluster and Knowledge base?	2015-02-06 21:39:26

1 - 7 of 7 10 per page

Page 1 of 1

### Processing Positive Votes

- Choose one or more items from the list.
- Process each item:
  - Add a search query as an alternative question for the upvoted document using the **Add as alternative** button.

Edit document v0 (kadmin, 2015-02-06 23:18)

GNA Categories Attachments Other

\* Question

How can I add search capability to a custom agent desktop?

Alternative questions

agent search

+ Add alternative question

\* Answer

Knowledge Center Server exposes all its functionality through REST API. To have custom desktop integrated you need to integrate it with this API.

Cancel

Save

Adding an Alternate Question

- Delete appropriate items using the **Delete** button.

### End

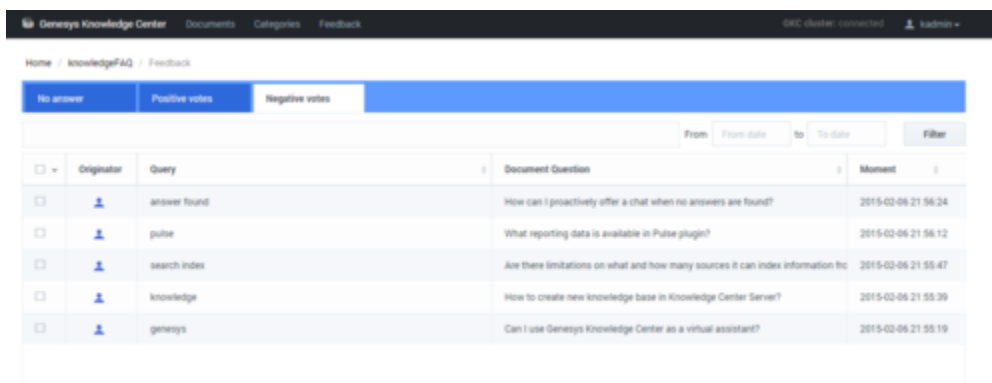
## Processing Negative Votes

### Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

### Start

1. Move your mouse over the appropriate knowledge base icon on the main page.
2. Click **Feedback**.
3. Choose the **Negative votes** tab.



	Originator	Query	Document Question	Moment
<input type="checkbox"/>	admin	answer found	How can I proactively offer a chat when no answers are found?	2015-02-06 21:56:24
<input type="checkbox"/>	admin	pulse	What reporting data is available in Pulse plugin?	2015-02-06 21:56:12
<input type="checkbox"/>	admin	search index	Are there limitations on what and how many sources it can index information from?	2015-02-06 21:55:47
<input type="checkbox"/>	admin	knowledge	How to create new knowledge base in Knowledge Center Server?	2015-02-06 21:55:39
<input type="checkbox"/>	admin	genesys	Can I use Genesys Knowledge Center as a virtual assistant?	2015-02-06 21:55:19

### Processing Negative Votes

4. Choose one or more items from the list.
5. Process each item:
  - Review or edit downvoted documents using the **Edit document** button.
  - Create new documents using the **Create document** button.
  - Delete appropriate items using the **Delete** button.

### End

# Using the Pulse Plugin

## Overview

### Important

8.5.100.01 or higher required

Genesys Knowledge Center Plugin for Pulse plugin allows you to add knowledge-centric statistics to your existing dashboards.

Plugin provides 2 widgets:

- Dashboard: containing a set of pre-configured statistics that are embedded into the main pulse dashboards along with other measures of your environment.
- Expanded: Kibana-based widget that allows dynamic data discovery when you expand the widget.

To add widgets to your pulse dashboard please follow the steps described in the [Deployment Guide](#).

## Dashboard Widget

the Dashboard Widget provides a small component with major knowledge KPI that is embedded into the pulse dashboard along with other environment metrics and statistics. The Widget shows the information for a particular knowledge base within a specified period of time from now. KPIs shown on the widget are:

- Search - number of search requests executed
- Feedback - % of the search request that users provided feedback on
- Sentiment - % of 'like' feedback
- Confidence - average confidence of the first documents returned on the search requests
- Deflection- % of the search queries that end up with indication that no answer had been found





Pulse Plugin Displaying KPIs

## Expanded Widget

When you expand the Knowledge Center dashboard Widget to the full tab mode you will see the Expanded Widget that allows data discovery and analysis within your cluster. The Widget is based on the Kibana and delivers all of its power for data analysis. The Widget consists of:

- Daily Trends by User Activity and Mean Confidence



Pulse Plugin Displaying Daily Trends

- Event Charts

## Using the Pulse Plugin



Pulse Plugin Event Charts

- Top Trending Topics

The figure displays three tables showing trending topics:

### Top 10 Categories

Term	Count	Action
Integration	1	
Genesys Knowledge Center Workspace Plugin	1	
Genesys Knowledge Center Server	1	
Genesys Knowledge Center Pulse Plugin	1	
Genesys Knowledge Center (KCS)	1	
General	1	
Feedback	1	

### Top 10 Documents

Term	Count	Action
What reporting data is available in Pulse plugin?	1	
What is Sample QP?	1	
How can I add search capability to a custom agent desktop?	1	
Can I use Genesys Knowledge Center as a virtual assistant?	1	
Can I add new document to the knowledge base?	1	

### Top 10 Liked

Term	Count	Action
How can I add search capability to a custom agent desktop?	1	
Can I use Genesys Knowledge Center as a virtual assistant?	1	

Pulse Plugin Trending Topics

- Activity History

The figure displays a table showing the activity history:

Type	Category	Timestamp	User	Knowledge Base
FEEDBACK	search	2019-02-07 13:02:55	customer@company.com	knowledge1.kc
OPEN		2019-02-07 13:02:55	customer@company.com	knowledge1.kc
SEARCH	search	2019-02-07 13:02:55	customer@company.com	knowledge1.kc
FEEDBACK	mark	2019-02-07 13:02:49	customer@company.com	knowledge1.kc
OPEN		2019-02-07 13:02:47	customer@company.com	knowledge1.kc
SEARCH	mark	2019-02-07 13:02:49	customer@company.com	knowledge1.kc
FEEDBACK	general	2019-02-07 13:02:41	customer@company.com	knowledge1.kc
OPEN		2019-02-07 13:02:39	customer@company.com	knowledge1.kc
SEARCH	general	2019-02-07 13:02:37	customer@company.com	knowledge1.kc
NON-RESPONSE		2019-02-07 13:02:32	customer@company.com	knowledge1.kc

Pulse Plugin Activity History