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Genesys Knowledge Center User's Guide

Knowledge Dashboard

Contents

- 1 Knowledge Dashboard
 - 1.1 Overview
 - 1.2 Knowledge analytics
 - 1.3 Recent changes

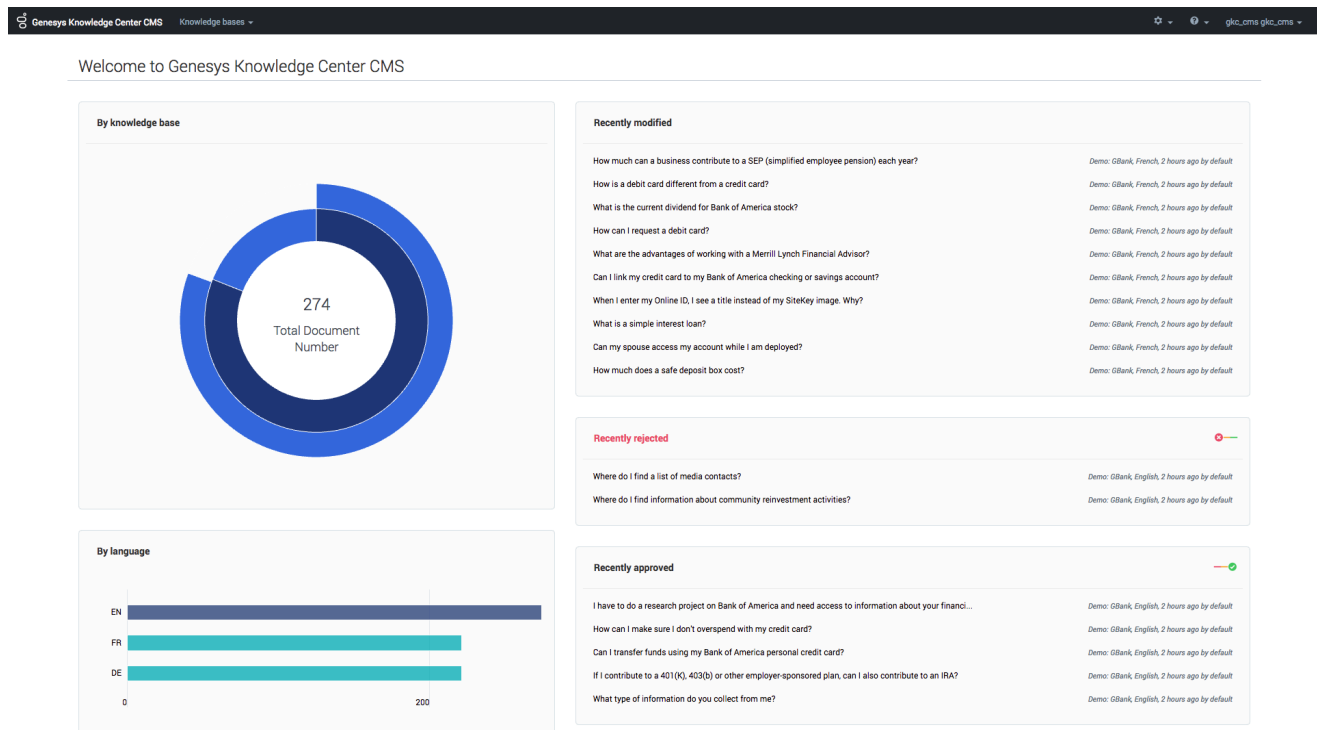
Knowledge Dashboard

Overview

Knowledge Dashboard provides you with valuable information on your content. It allows you to see the total number of documents, their distribution within the knowledge bases, and languages. It also shows the most recent changes in the documents.

Tip

Click any of the images on this page to enlarge



Knowledge analytics

The left column of the dashboard contains analytical diagrams showing the distribution of the knowledge content by knowledge bases and languages.

By knowledge base

This interactive sunburst diagram allows you to see:

- A total number of unique documents in knowledge bases

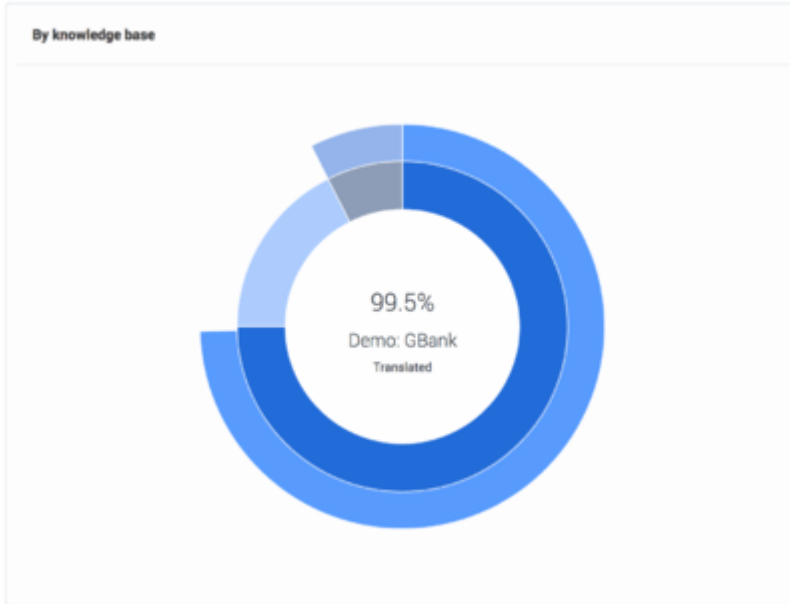


- The inner cycle of the diagram shows distribution of those documents between the different knowledge bases. A sector is assigned to every knowledge base, representing a percentage of the documents that belong to each knowledge base. If you hover your cursor over a sector, you see the name of the knowledge base and the number of documents in it:



- The outer cycle of the diagram shows the average percentage of the translated documents within the knowledge base. A percentage is shown relative to the number of documents within a particular

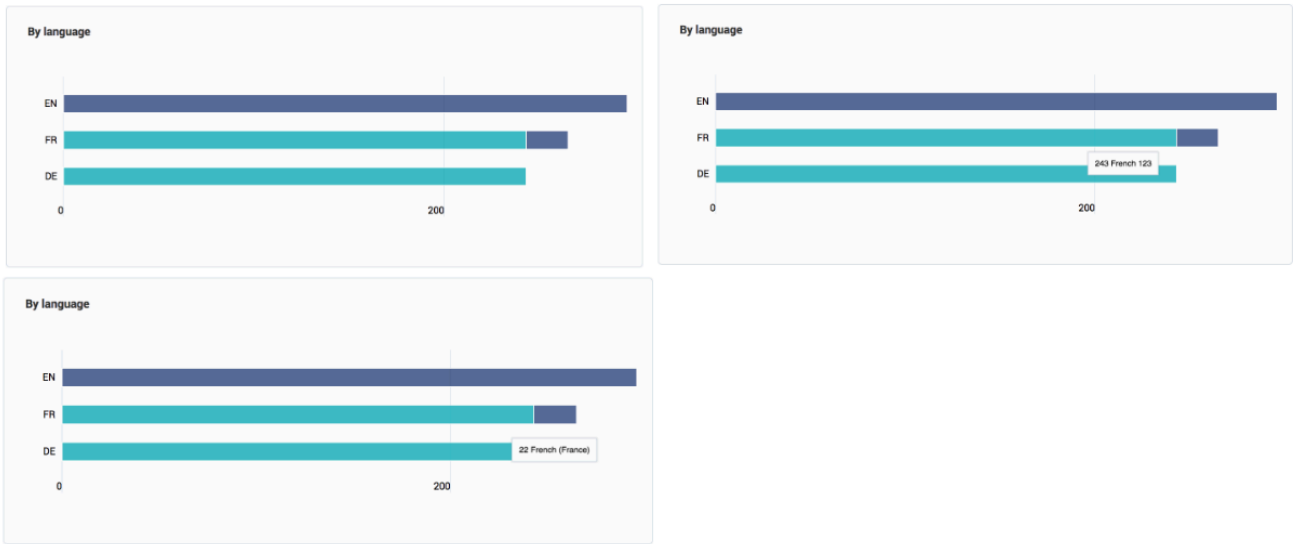
knowledge base (not in the relation of the total number of the documents within all knowledge bases). For example, say you have 100 unique documents in English and the knowledge base also has French and German languages available, with 50 and 70 documents translated. The inner cycle will show 100 as the number of documents in the knowledge base. Outer cycle will show 60% as the average translation percentage $(50 + 70 / 2)$.



By language

Below **By knowledge base** you will find **By language** distribution. This diagram shows the number of documents you have in every language and its regional sub-languages (if they are defined for a language). **Note:** Total number of documents is higher compared to "By knowledge base" as every language version of the same document is counted toward its language.

For example, in the example above you, have 100 English, 50 French, and 70 German documents. Whereas on "By knowledge base" the total number of documents will be 100 as it shows only unique documents.



Recent changes

The right column of the dashboard contains the recent changes in the knowledge content:

- recently modified - last 10 edited documents

Recently modified	
Has my order been shipped?	WebShop Online Help, English, 28 seconds ago by gkc_oms
Can I cancel my order?	WebShop Online Help, English, 54 seconds ago by gkc_oms
How can I set access control for my administrators and managers?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
Can I use Genesys Knowledge Center as a virtual assistant?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
Can I configure my knowledge article approval workflow and lifecycle?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
How can I archive older knowledge base articles?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
Does Genesys Knowledge Center know how much time a person spends reading each article?	Knowledge Center FAQ, English, 2 minutes ago by gkc_oms
What is a banking center?	Demo: GBank, English, 2 minutes ago by gkc_oms
Where do I find information about community reinvestment activities?	Demo: GBank, English, 2 minutes ago by gkc_oms
Where do I find a list of media contacts?	Demo: GBank, English, 2 minutes ago by gkc_oms

- recently rejected - last 5 rejected documents

Recently rejected	
Can I configure my knowledge article approval workflow and lifecycle?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
How can I archive older knowledge base articles?	Knowledge Center FAQ, English, 1 minute ago by gkc_oms
Where do I find information about community reinvestment activities?	Demo: GBank, English, 2 minutes ago by gkc_oms
Where do I find a list of media contacts?	Demo: GBank, English, 2 minutes ago by gkc_oms

- recently approved - last 5 approved documents

Recently approved	
How can I set access control for my administrators and managers?	Knowledge Center FAQ, English, 1 minute ago by gkc_cms
Can I use Genesys Knowledge Center as a virtual assistant?	Knowledge Center FAQ, English, 1 minute ago by gkc_cms
What is a banking center?	Demo: GBank, English, 2 minutes ago by gkc_cms
How can I assign Genesys Knowledge Center Plugins to my agents?	Knowledge Center FAQ, English, 1 day ago by default
Should I let Genesys Knowledge Center Server know how many answers a user viewed?	Knowledge Center FAQ, English, 1 day ago by default

- recently submitted for review - last 5 documents submitted for manager's review

Recently submitted for review	
Can I cancel my order?	WebShop Online Help, English, 30 seconds ago by gkc_cms
Has my order been shipped?	WebShop Online Help, English, 2 minutes ago by gkc_cms
Does Genesys Knowledge Center know how much time a person spends reading each article?	Knowledge Center FAQ, English, 4 minutes ago by gkc_cms
What type of information do you collect from me?	Demo: GBank, English, 4 minutes ago by gkc_cms
Do you sell spare parts?	WebShop Online Help, English, 22 hours ago by gkc_cms

Every document shown in recent changes has:

1. Document title that you can click to open the document
2. Knowledge base that it belongs to
3. Language of the document
4. When it was changed
5. Login of the agent that changed the document

Does Genesys Knowledge Center know how much time a person spends reading each article?

1

Knowledge Center FAQ, English, 4 minutes ago by gkc_cms

2

3

4

5