



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Center User's Guide

Working with Customer Feedback

12/19/2025

Contents

- 1 Working with Customer Feedback
 - 1.1 Processing a "No answer" Item
 - 1.2 Processing Votes
 - 1.3 Processing Drafts

Working with Customer Feedback

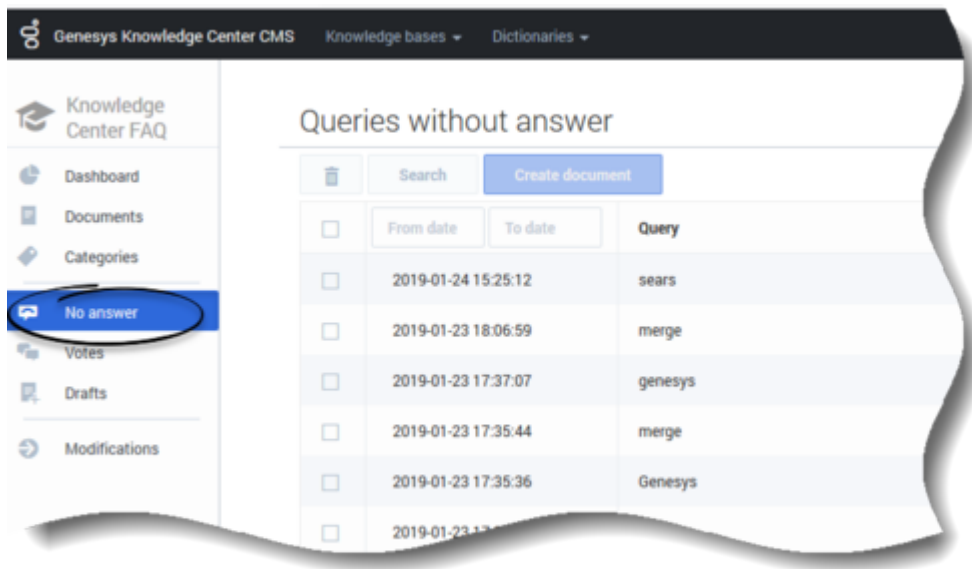
Processing a "No answer" Item

Prerequisites

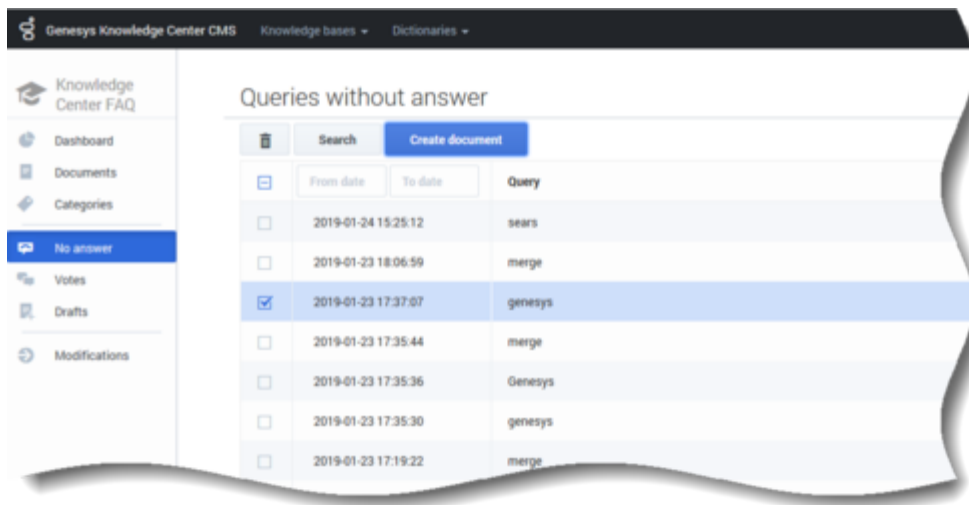
- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.
- **Knowledge.Author** privileges have been assigned to the user.

Start

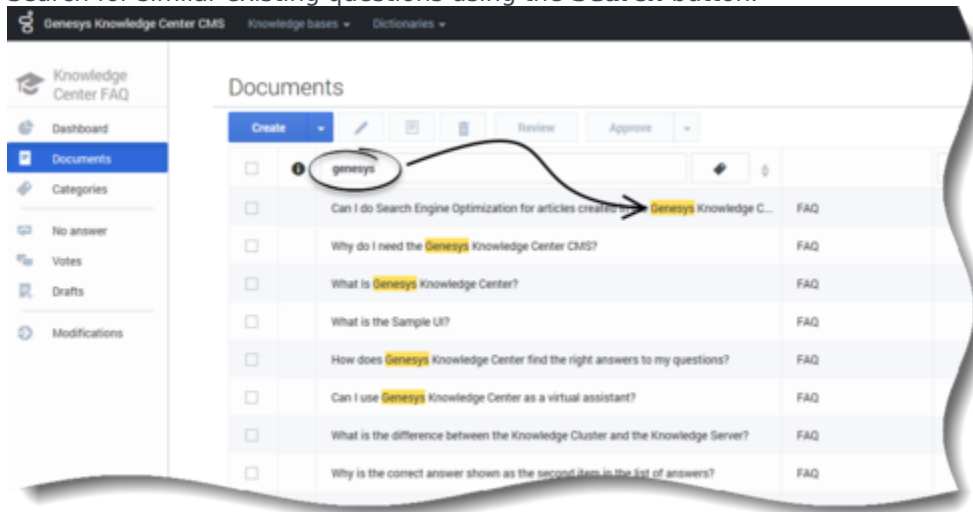
1. Select a knowledge base to display a list of its contents.
2. Choose the **No answer** tab.



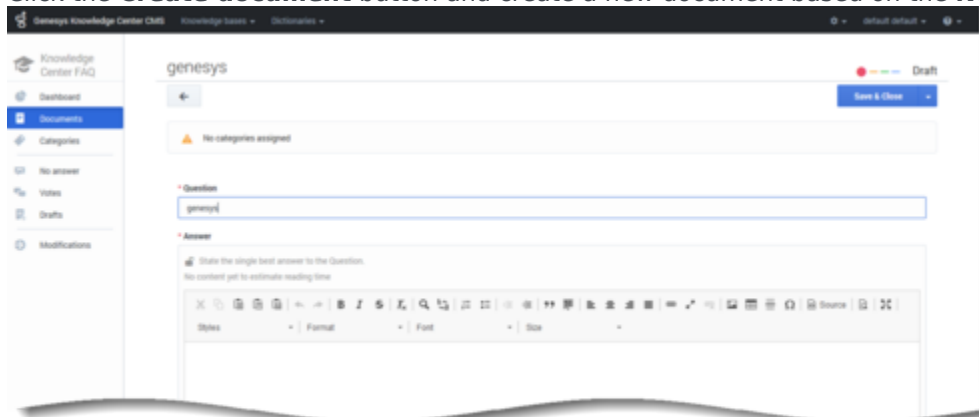
3. Choose one or more items from the list.
4. Process each item:



- Search for similar existing questions using the **Search** button.



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



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

End

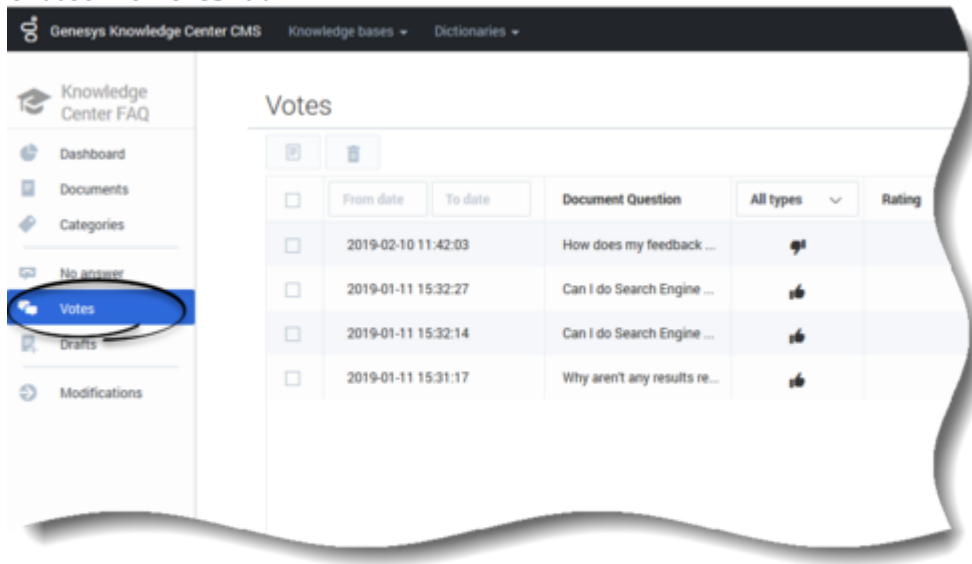
Processing Votes

Prerequisites

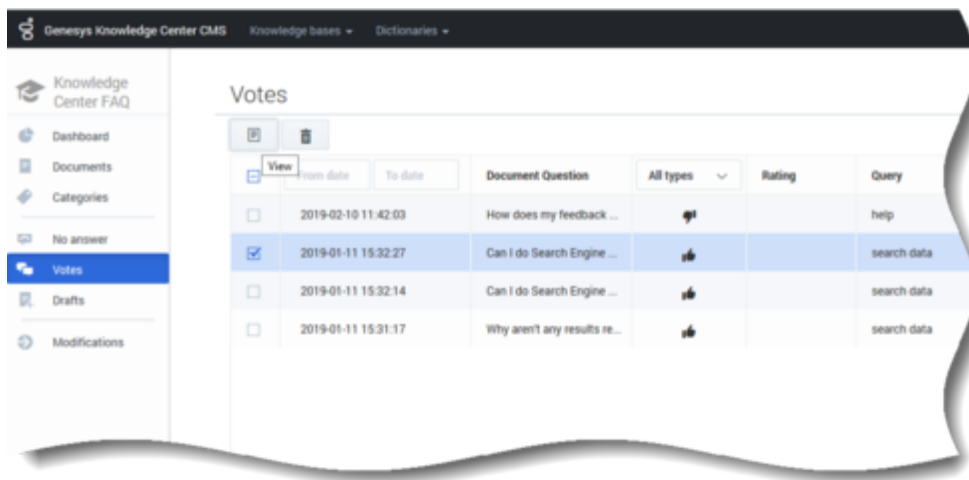
- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

Start

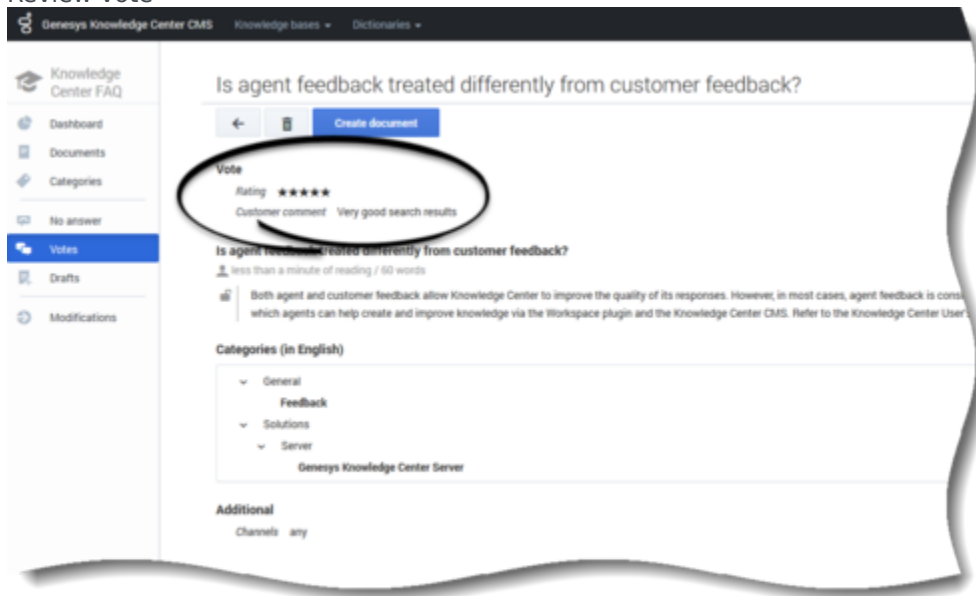
1. Select a knowledge base to display a list of its contents.
2. Choose the **Votes** tab.



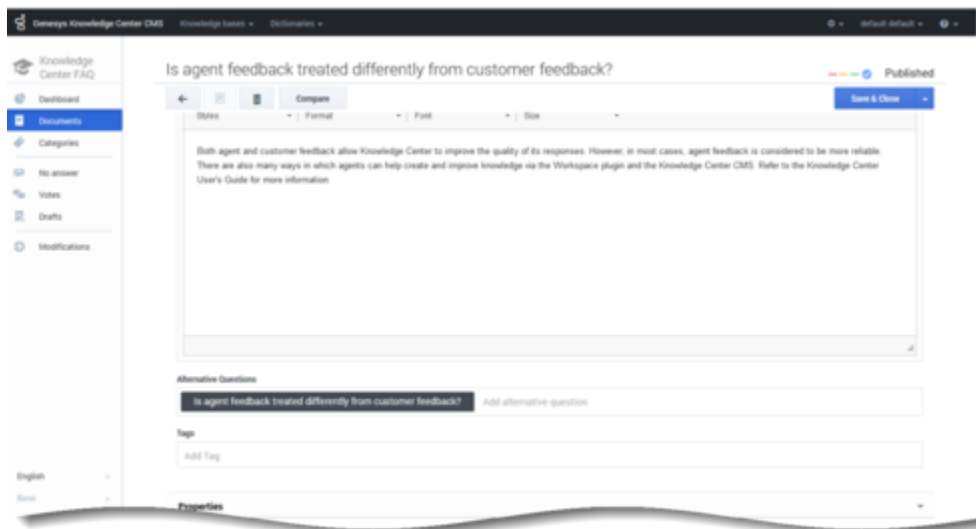
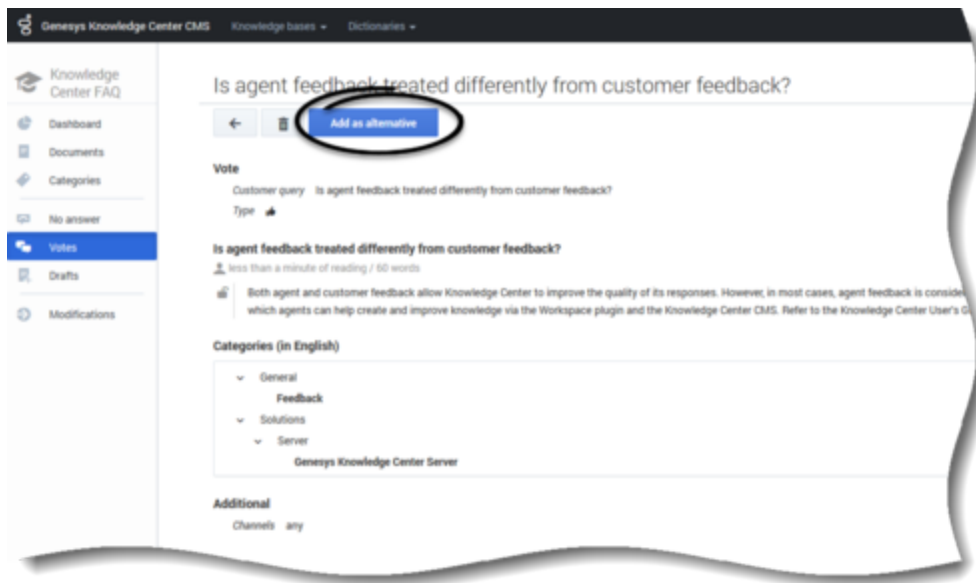
3. Choose one or more items from the list.
4. Process each item:



- Review vote



- Add a search query as an alternative question for the upvoted document using the **Add as alternative** button. Or **Edit** existing document. Or **Create** new document basing on search query.



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

End

Processing Drafts

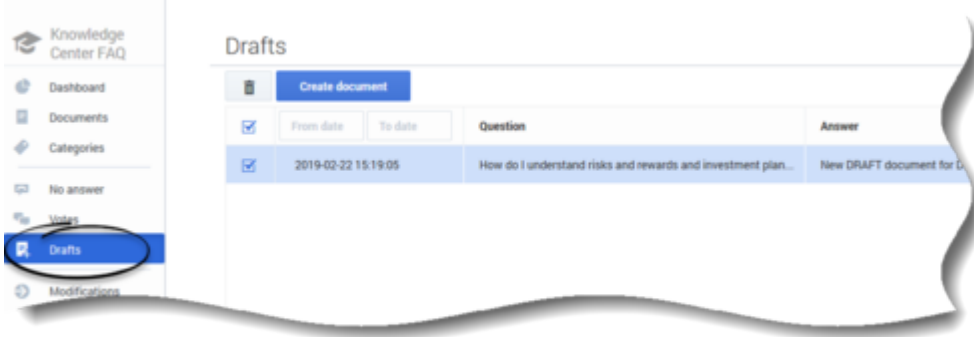
Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.

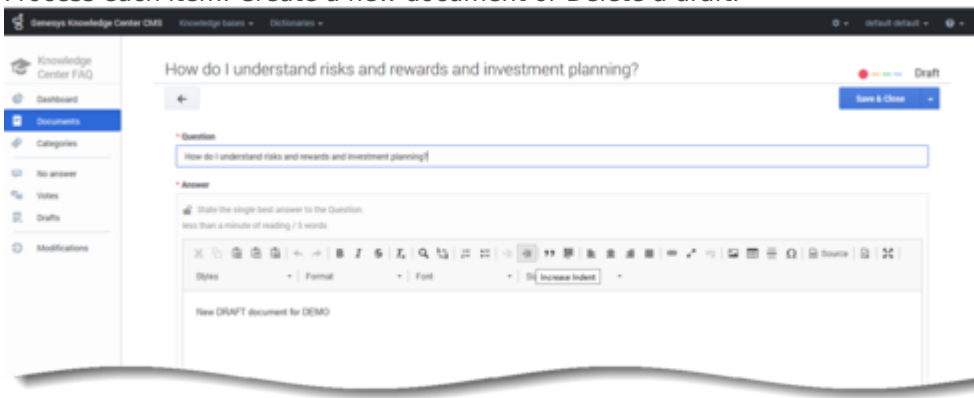
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

Start

1. Select a knowledge base to display a list of its contents.
2. Choose the **Drafts** tab.



3. If any drafts are awaiting review, they are present under this tab.
4. Process each item: Create a new document or Delete a draft.



End