

GENESYS[®]

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Genesys Knowledge Center User's Guide

Getting started

4/25/2025

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Getting started

Viewing Recent Customer Questions



Use the following procedure to view any recent customer questions:

- 1. Go to the **Ask** tab.
- 2. If there is no question asked, the system shows a list of the most recent customer questions.
- 3. For detailed knowledge on the customer's usage history please see Browsing Customer Search History

Searching for Answers in a Knowledge Base



Use the following procedure to search for answers in a Knowledge Base.

Prerequisites:

- The incoming interaction has been accepted.
- 1. Click the **Knowledge** tab.
- 2. Click the **Ask** tab.
- 3. Enter the search term and either click the **Search** button or press **Enter**.
- 4. Knowledge Center will provide the appropriate search results.

Viewing Attachments

	<u>\$</u> -			
	0	Ask Browse History		
L (2)	CONTAC	How do I import data into my knowledge base?		
vion	7	← How do I import data into my knowledge base?		
		● 2016-02-25 ● 11 ★ 4.00 Channels: any		
		There are a number of ways to do this. If you have decided to use the Genesys Knowledge Center CMS there is an import action available for every knowledge		
		knowledge directly into the Knowledge Center Server, you can use the Indexer tool that is shipped with the product (see the Indexer topic in the Deployment G		
	6			
		Lorem ipsum dolor sit amet.pdr		
(8			
)-BR	岸 Copy content		
	SMO	Was this helpful? – Yes / No		
	, ří-			

Use the following procedure to view any attachments that might have been added to the documents:

- 1. Click the question heading to expand the answer.
- 2. Click the appropriate attachment to open it in a new window.
- 3. To close the attachment, simply close the new window.

Copying Answers



Use the following procedure to copy public content of answers into your interactions:

Prerequisites

- The incoming interaction has been accepted.
- 1. Click the **Knowledge** tab.

- 2. Click the **Ask** tab.
- 3. Enter the search term and either click the **Search** button or press **Enter**.
- 4. Click the question heading to expand the answer
- 5. Click the **Copy content** button.

Suggesting an answer

0	k Browse History	en 🗸							
CONT	nnesys	×							
ACT	owiedge FAQ V Chat V								
	How can I assign Genesys Knowledge Center Plugins to my agents?								
(To provide access to Genesys Knowledge Center functionality selectively to your agents, ensure that they have the Knowledge Worker role. Knowledge Center also supports other sets of privileges. For ex Roles								
CO-BROWSE	What components are included in Genesys Knowledge Center? Knowledge Center is made up of several elements, all of which work together to convert knowledge into answers. It includes the following components: - Knowledge Center Server – the heart of Genesys K General								
	Can I use Genesys Knowledge Center as a virtual assistant? Genesys Knowledge Center will be information source for virtual assistants. But it is not a virtual assistant itself. It can help an existing or 3rd Party virtual assistant find the best answer to a q General								
/	elated categories								
KNOWLE	No relevant results Compose an answer								
Ř	Do you want to compose an answer for this question?								
	Yes No *Question								
	Type your question								
	Answer								
	Type your answer								
	Categories								
	Administrator for Genesys Kno								
	Genesvs Knowledoe Center CMS								

Use the following procedure to suggest an answer to the Knowledge Base:

Prerequisites

• The incoming interaction has been accepted.

Important

Only an agent that is granted authoring rights (with **Knowledge.AUTHOR** privilege) will have access to this functionality

- 1. Go to the **Knowledge Center** tab.
- 2. Open the **Ask** tab.
- 3. Enter the search term and either click the **Search** button or press **Enter**.
- 4. Click **No relevant results** 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**.
- 7. You can copy the new answer as a reply to the customer by clicking **Yes** when asked, "Do you want to send this answer to the customer?".
- 8. Once submitted, your suggested answer can be found under **My Documents** in the **Browse** tab at the top. From there you can view their current review status.

Providing Feedback

<u>`</u>	0	Ask	Browse	History					
(2)	CONTACT	How How do I import data into my knowledge base?							
er? Home / Search: How How do I import data into my kn / How do I know the information you h How do I know the information you have on file about me is accurate? Keeping your account information accurate and up to date is very important. You have access to your account information through vari and in response to specific requests. If your account information is incomplete, inaccurate or not current, please call or write to us at th records or other documentation. We will promptly update or correct any erroneous information. Please contact us if you have questions Was this helpful? – Yes / No									
	KNOWLEDGE	KNOWLEDGE	KNOWLEDGE	KNOWLEDGE		Di journe	A Add to favori	Ask Browse History How How do I import data into my knowledge base? Home / Search: How How do I import data into my kn / How do I know the information you h How do I know the information you have on file about me is accurate? Keeping your account information accurate and up to date is very important. You have access to your account inform and in response to specific requests. If your account information is incomplete, inaccurate or not current, please call records or other documentation. We will promptly update or correct any erroneous information. Please contact us if y ☆☆☆☆ Please, leave a comment Submit No imment. If Copy content ☆ Add to favorites	

If the answer provided has been helpful, this is your chance to improve the knowledge base by providing feedback. Answering the question "Was this helpful" allows the system to better serve your future interactions by training the knowledge base to know which answers are the most suitable. Leaving a star-rating helps with overall reporting.

Use the following procedure to provide feedback on a document in the Knowledge Base from the **Ask** tab:

- 1. Answer Yes or No to the question, "Was this helpful?"
- 2. Give the current answer a star rating of your choice.
- 3. Type your feedback in the field provided and click **Submit**.

Use the following procedure to provide feedback on a document in the Knowledge Base from the

Browse tab:

- 1. Give the current answer a star rating of your choice.
- 2. Type your feedback in the field provided and click **Submit**.

Search Result Filters

Important

This functionality is available as of the 9.0.001.xx release of the product.

You can use search result smart filtering to improve the precision of your search results. Also, while browsing, smart filtering allows you to type in contextual information that is related to your question and Knowledge Center will provide suggested filters that can be applied in the given context. Knowledge Center analyzes the categories that documents are assigned to, as well as the documents' attributes, tags, and channels to come-up with the most relevant suggested filters for you to choose from. How to use smart filtering when asking a question



Under the **Ask** tab, you'll find the **Filters +** area immediately below the "Ask a question" field. To add a smart filter:

- 1. click on the + button.
- 2. When you click in the filter area you will be immediately provided with some suggested filters.

- 3. As you begin typing in this field, Knowledge Center refines the list of suggested filters to reflect the context you are searching.
- 4. Knowledge Center suggests smart filters based on the:
 - categories used
 - document attributes
 - document tags
 - channels that knowledge can be used across
- 5. Click on one of the suggested filters to add it. This will refine the results on your ask query.
- 6. To remove a smart filter, click on the **X** next to the filter name.
- 7. To remove all applied filters, click on **Clear all** at the end of the Filters line.

How to use smart filtering when browsing the knowledge



Under the **Browse** tab, you'll find the **Filters +** area immediately below the knowledge base selection.

To add a smart filter you need to:

- 1. Click on the + button.
- 2. When you click in the filter area you will be immediately provided with some suggested filters.
- 3. As you begin typing in this field, Knowledge Center refines the list of suggested filters to reflect the context you are searching.
- 4. Knowledge Center suggests smart filter based on the:
 - categories used
 - document attributes
 - document tags
 - channels that knowledge can be used across
- 5. Click on one of the suggested filters to add it. This will refine the results on your browse query.
- 6. To remove a smart filter, click on the **X** next to the filter name.
- 7. To remove all applied filters, click on **Clear all** at the end of the Filters line.

Next, let's check out some of the Knowledge tab's advanced features!