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# Genesys Knowledge Center User's Guide

Working with Customer Feedback

5/7/2025

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# Working with Customer Feedback

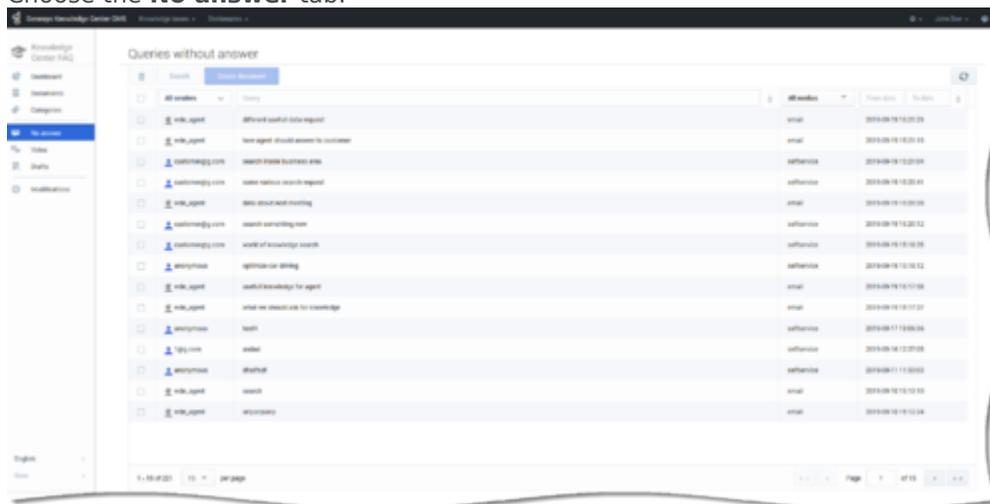
## Processing a "No answer" Item

### Prerequisites

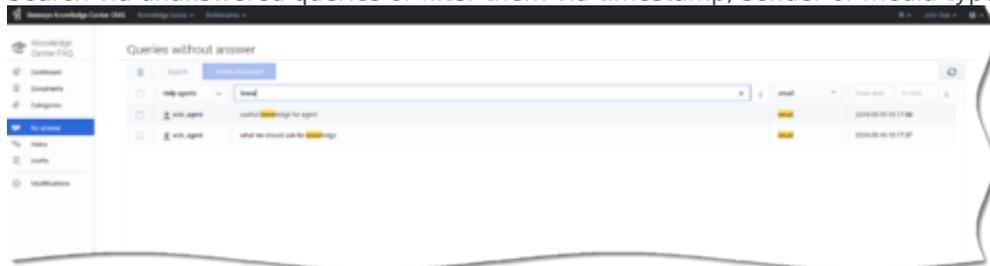
- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.
- **Knowledge.Author** privileges have been assigned to the user.

### Start

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



3. Search via unanswered queries or filter them via timestamp, sender or media type.

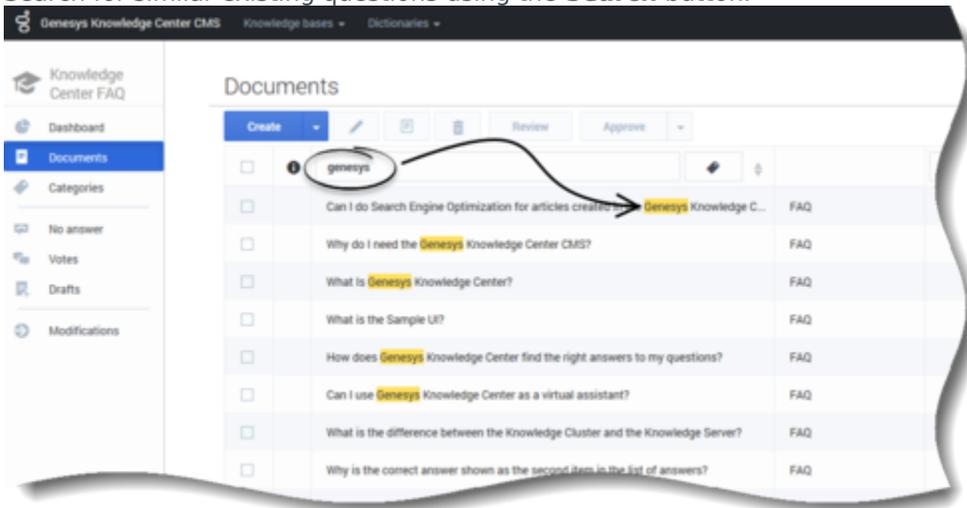


4. Choose one or more items from the list.

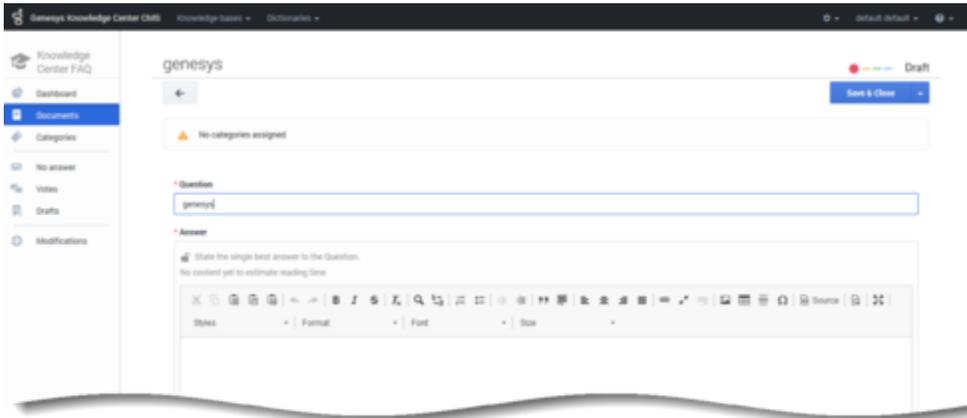


5. Process each item:

- 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**

## Review No Answers Aggregated by Query

Queries that are marked as "No answer" can be grouped. This enables the Knowledge manager to analyze a possible weak point in the knowledge base.

### Start

1. Click **No answers aggregated by topic** from the No answer tab:



2. The following information appears:

- A list of **No answer** grouped search queries.
- Queries grouped in a tree format.
- The number of items in each group and in the **Appearance column** the number of times each item was used by customers.

3. Review the list. For example, click to expand each group to view the grouped queries.

- The **Queries with answer** list can be filtered according to a specific time frame (for example, All time, Today, Yesterday, Last week and Last month).
- From the expanded list you can search for similar questions and/or click the **Create document** button to create a new document based on the **No answer** list.



### End

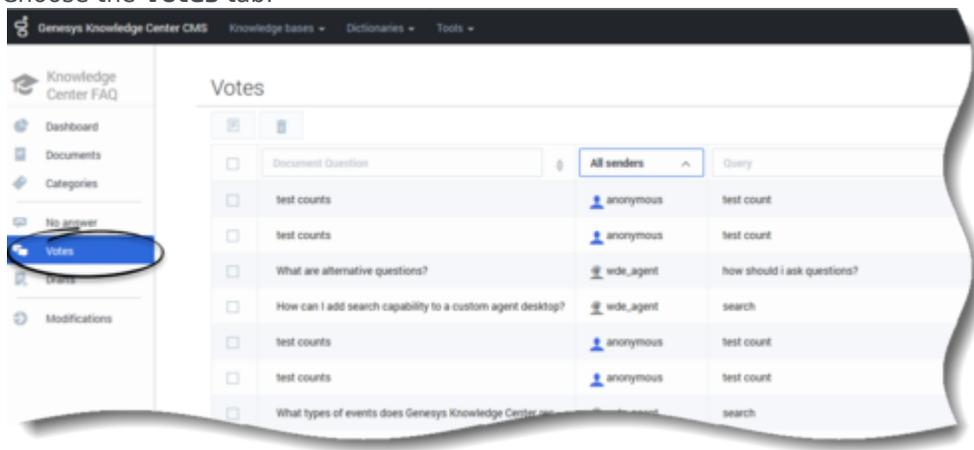
## Processing Votes

### 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.

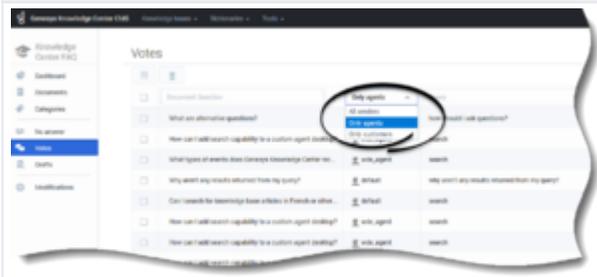
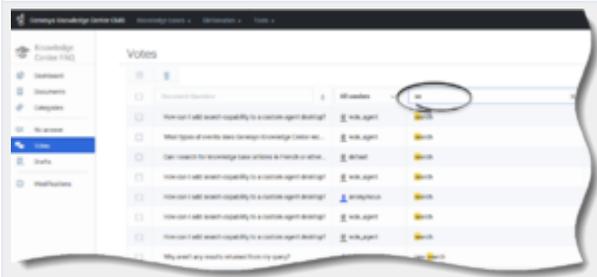
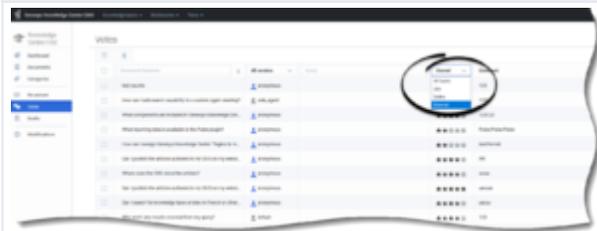
### Start

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

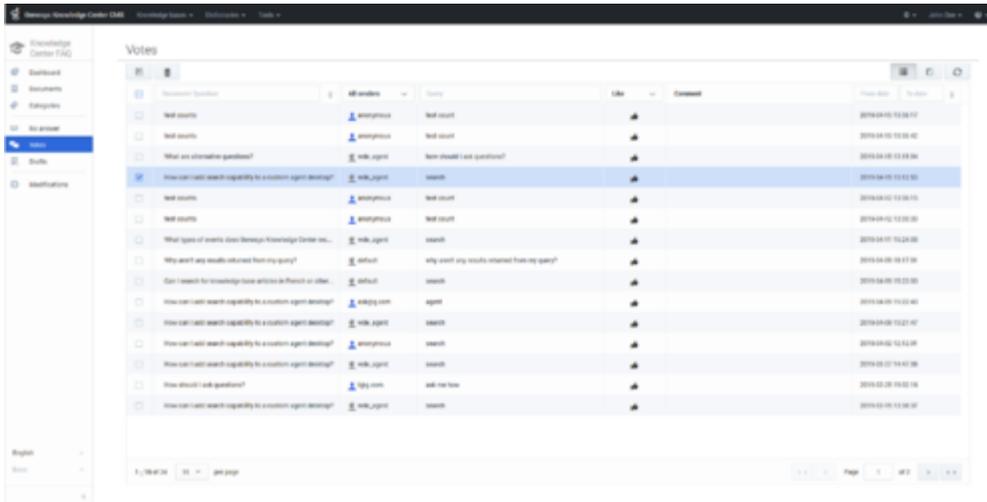


3. Choose one or more items from the list. List of Votes can be:

Item	Description
	Filtered by Document Question/Title and sorted (ascending or descending)

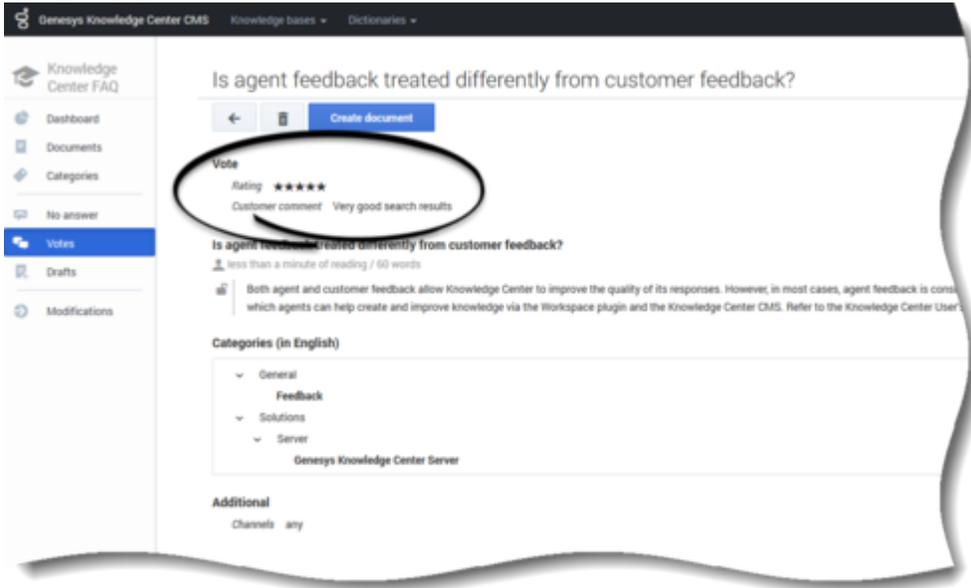
Item	Description
	<p>Filtered by type of sender (votes from customers or from agent)</p>
	<p>Filtered by the search query</p>
	<p>Filtered by Vote type (Like, Dislike or Stared Rating)</p>
	<p>Filtered by time period and sorted (ascending or descending) by date</p>

4. Process each item:



Document	Author	Type	Like	Comment	Created
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:17
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:16
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:15
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:14
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:13
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:12
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:11
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:10
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:09
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:08
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:07
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:06
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:05
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:04
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:03
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:02
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:01
How can I add search capability to a custom agent design?	mlr_agnt	search	▲		2019-08-05 12:02:00

5. Review vote



Is agent feedback treated differently from customer feedback?

Vote

Rating ★★★★★

Customer comment: Very good search results

Is agent feedback treated differently from customer feedback?

less than a minute of reading / 50 words

Both agent and customer feedback allow Knowledge Center to improve the quality of its responses. However, in most cases, agent feedback is considered more valuable than customer feedback because agents can help create and improve knowledge via the Workspace plugin and the Knowledge Center CMS. Refer to the Knowledge Center User Guide for more information.

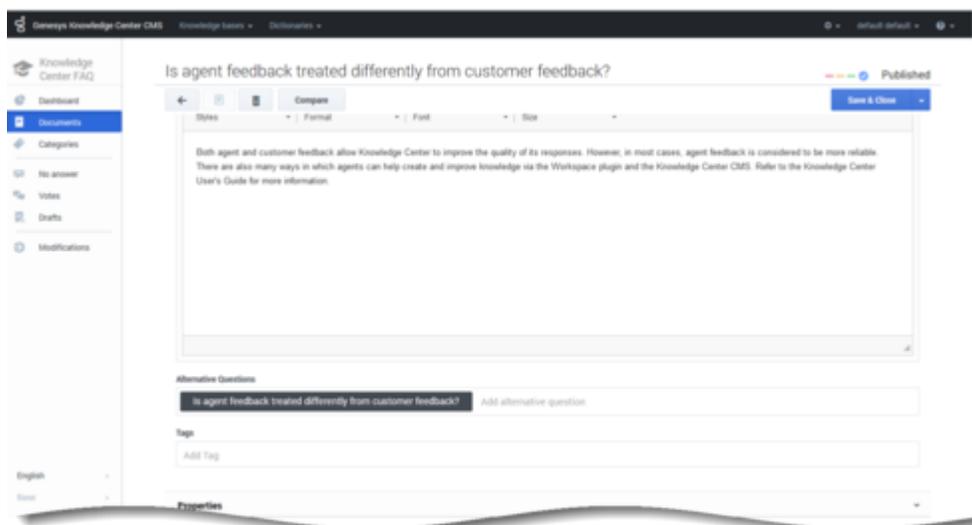
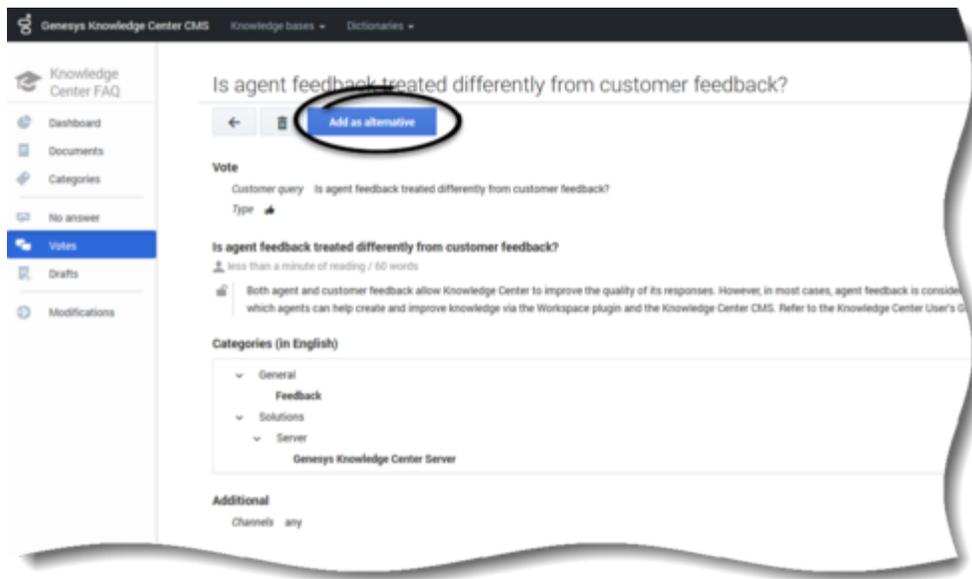
Categories (in English)

- General
- Feedback
- Solutions
- Server

Genesys Knowledge Center Server

Additional Channels: any

6. 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.



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

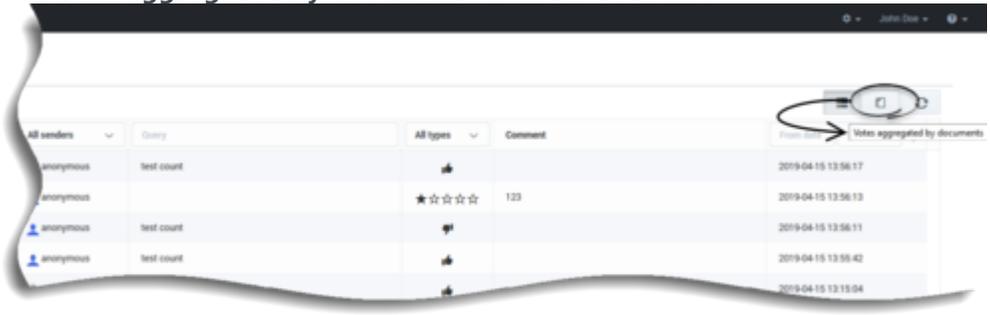
**End**

## Review Votes Aggregated by Documents

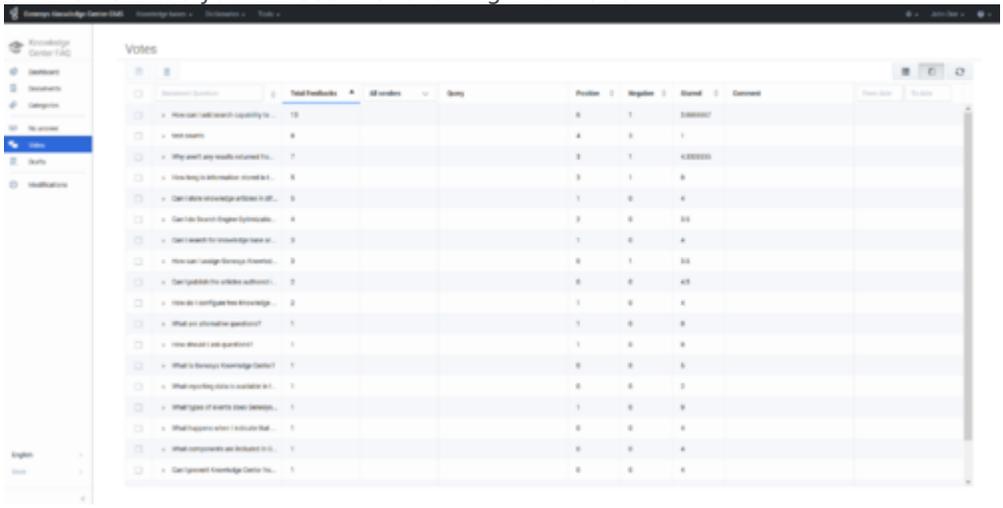
Every vote is connected to a document that has been liked, rated, or commented. So, with this in mind, you can view a list of documents where feedback was provided, and under each of those documents you will find all connected Votes.

**Start**

1. Click **Vote aggregated by documents** from the **Vote** tab:

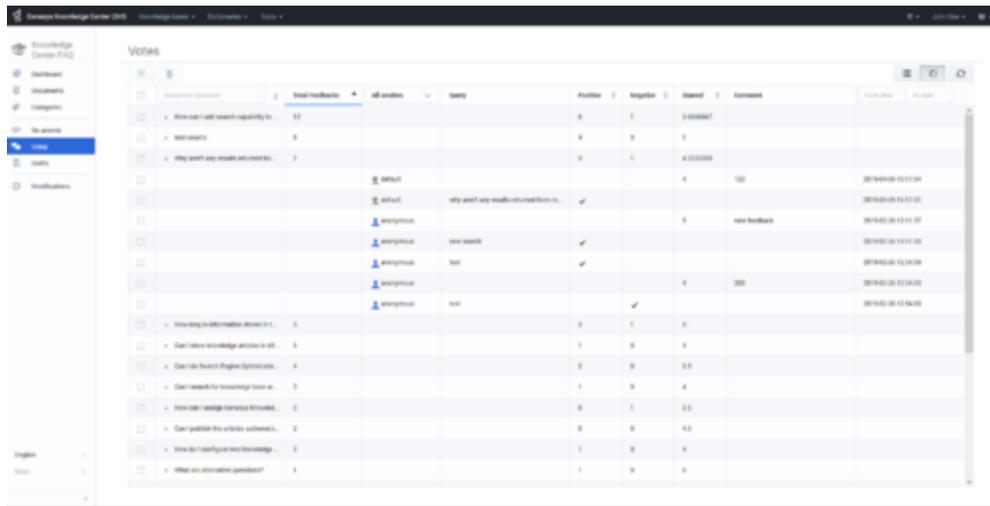


2. On the next tab you will see the following information:



- A list of documents with related Votes.
- The total number of unprocessed Votes for each document which can be sorted (ascending or descending).
- The number of Positive and Negative Votes which can be sorted (ascending or descending).
- The average star-rating for documents (only unprocessed rating records are counted in this case), which can be sorted (ascending or descending).

3. You can also expand the list of Votes under each particular document:



This includes:

- Sender (Agent or Customer) list which can be filtered to show only Customer's or Agent's Votes.
- Search query which was done before Vote query.
- Type of particular Vote (Positive/Like, Negative/Dislike).
- Comment added during rating document.
- Vote timestamp (votes can be filtered by time period and the filter is applied to all aggregated records on this view).

4. From this view you do the same actions like from simple list of Votes:

- Review vote.
- Add a search query as an alternative question for the up-voted document using the **Add as alternative** button; or, you can edit the existing document; or you can create a new document basing on a search query.
- Delete appropriate items using the Delete button.

## Processing Drafts

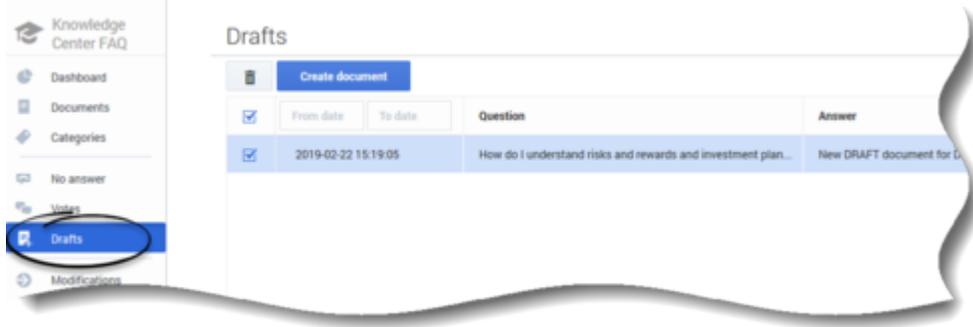
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### Start

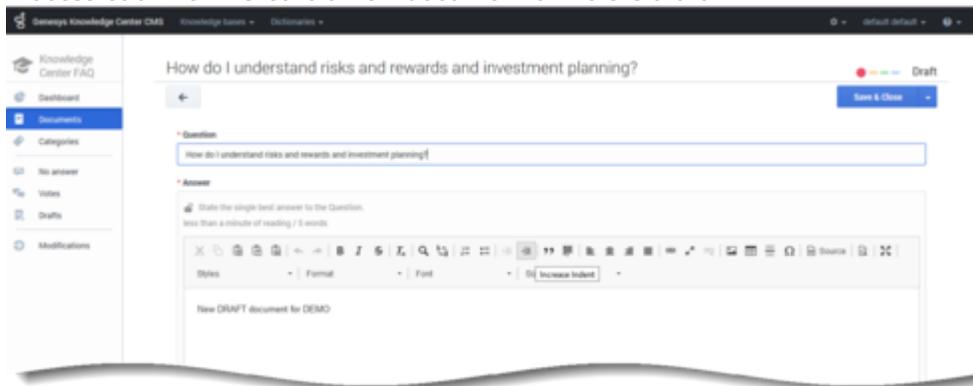
1. Select a knowledge base to display a list of its contents.

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**