

GENESYS[®]

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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.

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

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Contraction of Contra	C gatespet	what we should eak for the state of p		-	1015-05-05-05-07-07	
E tom						
O testination						

4. Choose one or more items from the list.

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	0.100		world of accelering assets		whereis	1012-08-08-	111815	

- 5. Process each item:
 - Search for similar existing questions using the **Search** button.

Knowledge Center FAQ	Docume	ents	
Dashboard	Create	🔹 🖌 🗵 📋 Review Approve 👻	
Documents	. 0	generation 4 0	
Categories		Can I do Search Engine Optimization for articles creation - Genetyd Knowledge C	FAQ
No answer Votes		Why do I need the Genesys Knowledge Center CMS?	FAQ
Drafts		What Is General Knowledge Center?	FAQ
Modifications		What is the Sample UI?	FAQ
		How does Genesys Knowledge Center find the right answers to my questions?	FAQ
		Can I use Genesys Knowledge Center as a virtual assistant?	FAQ
		What is the difference between the Knowledge Cluster and the Knowledge Server?	FAQ
		Why is the correct answer shown as the second item in the list of answers?	FAQ

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

Center FAQ	genesys
Deshboard	6 See & Charles -
Documents P Categories	Re-calegories assigned
No answer Voles Chafta	*Gention general
) Modifications	*Annexe

• 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:

Barrage Country Co	the first through tools - the		4 · 2004 · 1
Knowledge Center FAQ	Queries without a	nswer	
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Categories	0 1	etherest could data regard	
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and the second	 A 	same various search request	stania
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- 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.

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Categories	- inter	14
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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.

Knowledge Center FAQ	Vote	S		
Dashboard	E	8		
Documents		Document Question	All senders 🛛 🔿	Query
Categories		test counts	1 anonymous	test count
No answer		test counts	1 anonymous	test count
(VIII)		What are alternative questions?	<u>∉</u> wde_agent	how should i ask questions?
Modifications		How can I add search capability to a custom agent desktop?	₫ wde_agent	search
		test counts	1 anonymous	test count
		test counts	1 anonymous	test count
	0	What types of events does Genesys Knowledge Center on		search

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

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

Item	Description
Note: Note: Image: Note:	Filtered by type of sender (votes from customers or from agent)
Image: manage standing the standing to the stan	Filtered by the search query
	Filtered by Vote type (Like, Dislike or Stared Rating)
	Filtered by time period and sorted (ascending or descending) by date

4. Process each item:

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	 Test courts 	L anatymeus	hed court		2010-04-12 12 23 20 20
	What igns of events does beauge frominity Determine	g water, april	sanh		2010/04/01 10:24:00
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	Tow can least award capability to a contorn again desirap?	A water and	starth		2010-02-05 12:08:07

5. Review vote

Center FAQ	Is agent feedback treated differently from customer feedback?
Dashboard	Create document
Documents	
Categories	Notes Rating *****
No answer	Customer comment Very good search results
Votes	is agent recommended on rerently from customer feedback?
Drafts	1 less than a minute of reading / 60 words
Modifications	Both agent and customer feedback allow Knowledge Center to improve the quality of its responses. However, in most cases, agent feedback is co which agents can help create and improve knowledge via the Workspace plugin and the Knowledge Center CMS. Refer to the Knowledge Center U Categories (in English)
	v General
	Feedback
	v 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.

	enter CMS Knowledge bases + Dictionaries +
Center FAQ	Is agent feedback treated differently from customer feedback?
Cashboard	← II Add as alternative
Documents	\bigcirc
Categories	Vote Customer query is agent feedback treated differently from customer feedback?
5 No answer	Type 🔺
Se Votes	is agent feedback treated differently from customer feedback?
R. Drafts	▲ less than a minute of reading / 60 words
Modifications	Both agent and customer feedback allow Knowledge Center to improve the quality of its responses. However, in most cases, agent feedback is consider which agents can help create and improve knowledge via the Workspace plugin and the Knowledge Center CMS. Refer to the Knowledge Center User's G
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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:

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/				
All senders 🤍	Guery	All types 🗸 🗸	Comment	Votes appropried by document
anarymous	test count			2019-04-15 13:56:17
storymous		★☆☆☆☆	123	2019-04-15 13:56:13
anonymous	test count			2019-04-15 12:56:11
1 anonymous	test count	*		2019-04-15 13:55:42
				2019-04-15 13:15:04

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

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@ lettors									 10	0
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- 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:

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		· that an atomative parallels?								

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

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	Knowledge Center FAQ	Draft	S		
e	Dashboard	8	Create document		
	Documents	×	From date To date	Question	Answer
<i>₽</i>	Categories		2019-02-22 15:19:05	How do I understand risks and rewards and investment plan	New DRAFT document for D
9 -	No answer				
-	Deatts				
5					
-	Modificationa				1

- 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