Genesys Knowledge Center User's Guide

Entities

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Entities

Overview

Entities are gathered within Dictionaries. Dictionaries are basically containers for entities. There is a Global Dictionary whose Entities will affect all Documents in every Knowledge Base and a Dictionary for every other Knowledge Base created. Dictionaries cannot be created or deleted. To access Dictionaries, select **Dictionaries** from the top menu:
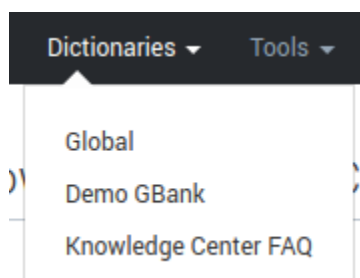
Dictionaries and Entities are a new way to define Knowledge in GKC. This knowledge is arranged as follows:

- A Dictionary can contain many Entities

- An Entity can contain many Values

- A Value can contain many Synonyms

Entities allow the defining of top level concepts that Knowledge Managers know their customers are interested in (for example, furniture or cars). Values, on the other hand can be used to define more specific concepts within the top level one (in other words, sofas or 4x4 cars). For every Value, Knowledge Managers can define as many Synonyms for that word (the value) as they want. For instance, assume we have an Entity called "Table". We also have a Value called "Dining table", and we have two Synonyms for that value, "dining_table_one", "dining_table_2". By defining this very simple Dictionary, if a customer searches for "table", "dining table" or any combination, not only are Documents containing the words "dining", "table" and "dining table" shown, but also Documents that contain the Synonyms.

This is a very simplistic example but shows you how Knowledge Managers can influence search results by defining Entities, Values, and Synonyms taking into account they know what query terms they want to relate with what Values and Synonyms.

> ### Important
> Notice that, in terms of priority, a specific Knowledge Base Dictionary has more weight than the Global Dictionary. Meaning that whatever Entities are defined in the

> Knowledge Base Dictionaries have more priority when returning results of those defined in the Global Dictionary.

Viewing Entities

Upon selecting one of the available Dictionaries in the top menu, CMS shows the list of available Entities for that particular Dictionary:
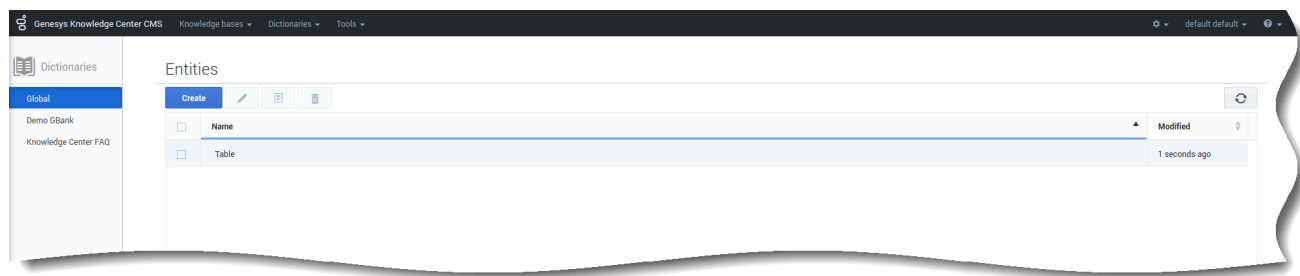
From this view you can:

- Create a new Entity
- View an existing Entity
- Modify an existing Entity
- Delete an existing Entity
- Sort the Entity list by:
    - Entity name
    - Modification date

Creating a new Entity

1. Click **Create**.
2. Enter values for the mandatory fields (marked by a red star), in this case, **Entity Name**.
3. An Entity without values makes no sense, thus you will need to add at least one Value by clicking on the '**+**' button.
4. Specify Value **Name** and which **Languages** this Value should effect.
5. Click **Save**.

6. While not mandatory, it is recommended you create at least one synonym for this particular Value. To do this, click in **Add Synonym**.

    • Simply type in a related word to create the new Synonym and press your Return/Enter key to save it.

7. Once you have a Value for the new Entity you can click **Save & Close**.

Viewing an existing Entity

1. Select an existing Entity by checking the checkbox beside its name.

2. Click the **View** button ( )

3. You are now able to view the Entity, its Values, and Synonyms in the following window:

4. From here you can either:

- Go to Edit mode by clicking on the Edit button (✏)

- Delete existing Entity by clicking Delete button (🗑)

Modifying an existing Entity

1. Select an existing Entity by clicking the checkbox beside its name.

2. Click the **Edit** button (✏).

3. You are now able to edit the Entity, its Values, and Synonyms in the following view:
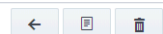

4. From here you can:

- Go to View mode by clicking on the **View** button ( ).

- Delete an existing Entity by clicking the **Delete** button ( ).

- Change the name of the Entity in the **Name** field.

- Add a new Value.

- Edit existing Value.

- Delete existing Value.

- Add new Synonyms.

- Delete a Synonym.

- You can either **Save**, **Save & Close**, **Discard** and/or **Discard & Close** by selecting the desired option in the uppermost blue button.

Important

While in edit mode for an Entity, all changes made in either Entity, its Values, and Synonyms must be saved in this Window, otherwise any changes made to any of those fields might be lost.
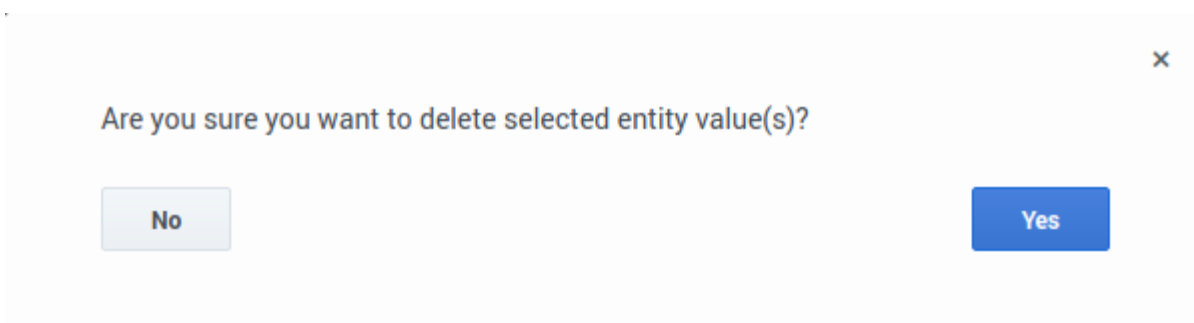
Adding a new Value

1. To add a new value while editing an existing Entity, simply click the plus button ( ).
2. Add a **Name** and select the **Languages** to be used for the new Value.
3. Click **Save**

Editing an existing Value

1. To edit an existing value, select it from the list by checking the check box next to its name.
2. Click the **Edit** button.
3. Change the name and/or language as needed.
4. Click **Save**.

Deleting an existing Value

1. To delete an existing value, select it from the list by checking the check box next to its name.
2. Click **Delete**
3. Confirm or Cancel the deletion in following modal dialog:

Note: You can delete several values at once, by selecting more than one.

Adding a new Synonym

Adding a new Synonym is quite simple; click **Add Synonym** next to an existing Value and type a name for the Synonym then press your Return/Enter key:

Deleting an existing Synonym

To delete an existing Synonym simply hover your cursor over the synonym to be deleted, and click the 'X' that appears next to its name:

Deleting an existing Entity

1. Select an existing Entity by clicking on the checkbox next to its name.

2. Click on the **Delete** button (🗑).

3. A modal confirmation dialog is shown to confirm or cancel the deletion:

Are you sure you want to delete Entity?

No   Yes