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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

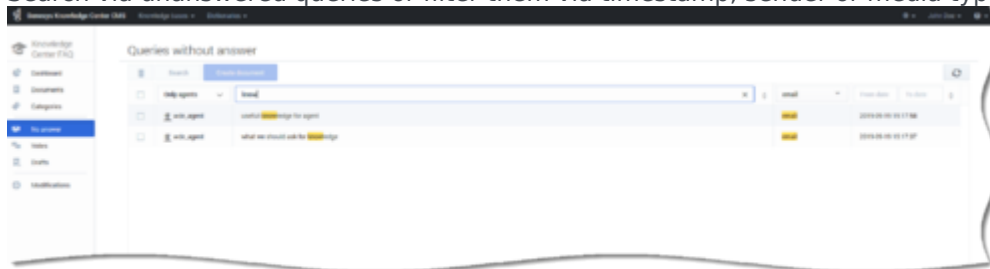
- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.
- **Knowledge.Author** privileges have been assigned to the user.

Start

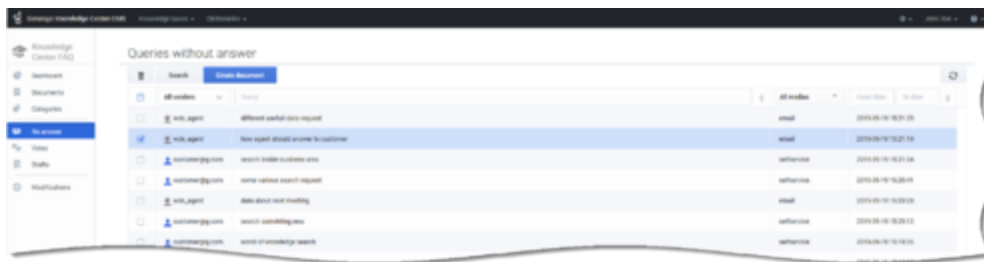
1. Select a knowledge base to display a list of its contents.
2. Choose the **No answer** tab.



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

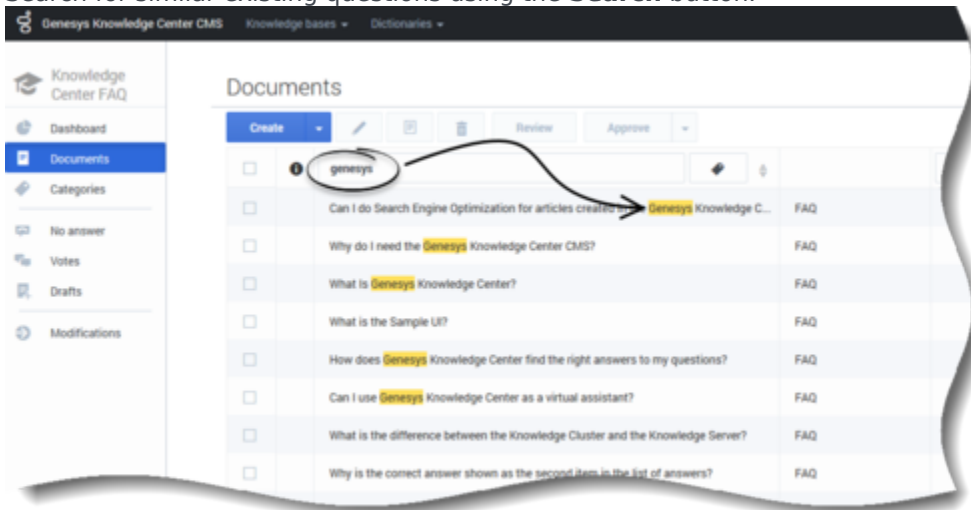


4. Choose one or more items from the list.

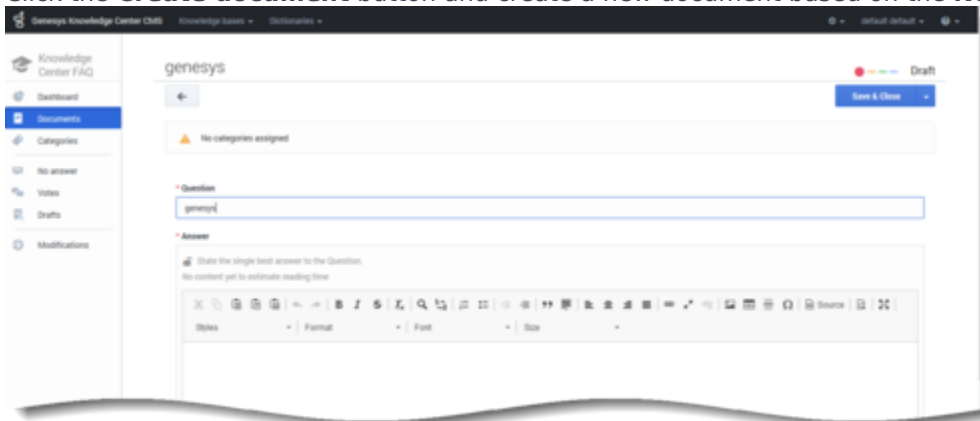


5. Process each item:

- 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.

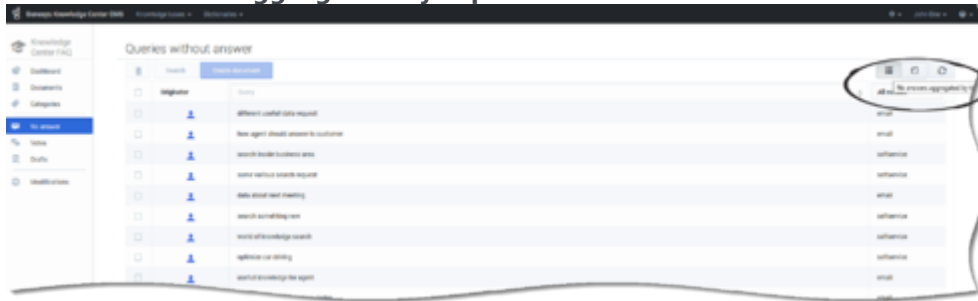
End

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:

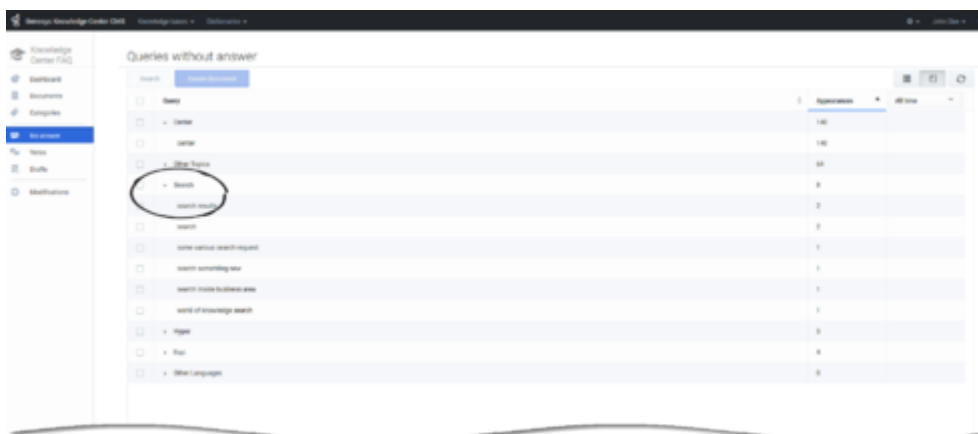


2. The following information appears:

- 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

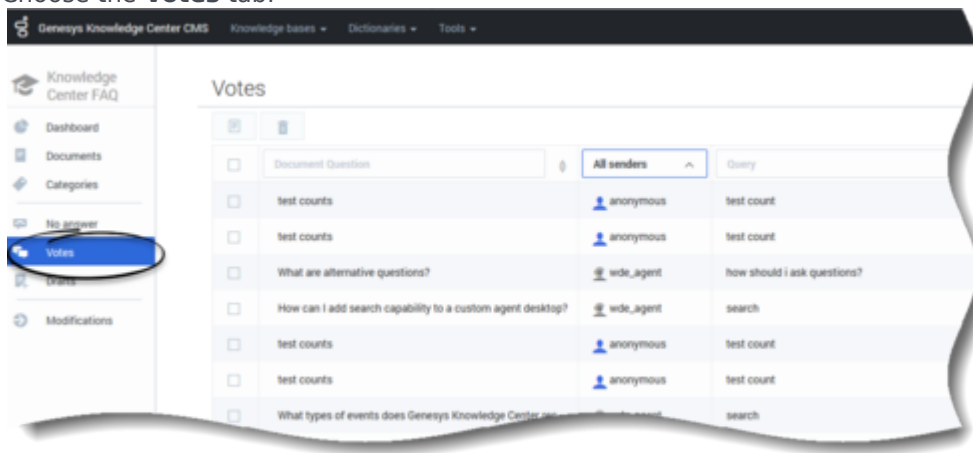
Processing Votes

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.

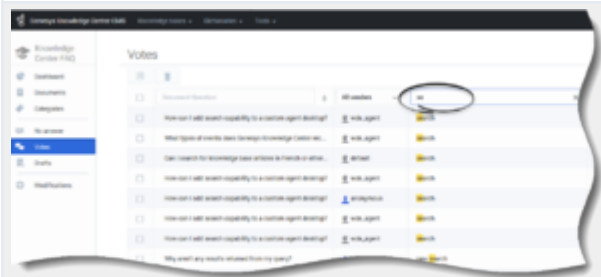
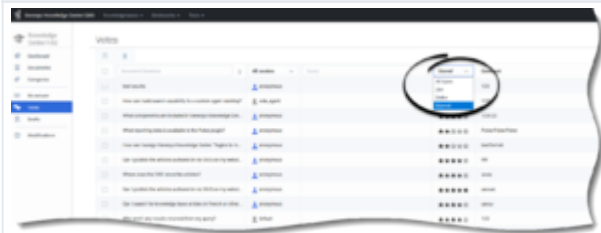
Start

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
The screenshot shows the Genesys Knowledge Center CMS interface with the 'Votes' tab selected. A search filter is applied to the 'Document Question' column, and the results are sorted. The 'Document Question' column is circled in blue.	Filtered by Document Question/Title and sorted (ascending or descending)

Item	Description
	Filtered by type of sender (votes from customers or from agent)
	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:

Knowledge Center FAQs									
	Dashboard	Documents	Categories	No answer	Votes	Stuffs	Notifications		
	Votes								
	Description / Question	All answers	Copy	Like	Comment	Create date	To date		
☐	test search	anonymous	test count			2019-04-15 12:04:17			
☐	test search	anonymous	test count			2019-04-15 12:05:42			
☐	What are alternative questions?	web_agent	how should i ask questions?			2019-04-15 12:18:06			
☒	How can I ask search capability to a custom agent desktop?	web_agent	search			2019-04-15 12:12:51			
☐	test search	anonymous	test count			2019-04-15 12:16:15			
☐	test search	anonymous	test count			2019-04-15 12:20:03			
☐	What types of events does Storage Knowledge Center see...	web_agent	search			2019-04-15 12:24:20			
☐	Why aren't my results returned from my query?	default	why aren't my results returned from my query?			2019-04-15 12:17:26			
☐	Can I search for knowledge base articles in French or other...	default	search			2019-04-15 12:22:03			
☐	How can I ask search capability to a custom agent desktop?	web_agent	agent			2019-04-15 12:21:40			
☐	How can I ask search capability to a custom agent desktop?	web_agent	search			2019-04-15 12:21:47			
☐	How can I ask search capability to a custom agent desktop?	anonymous	search			2019-04-15 12:12:07			
☐	How can I ask search capability to a custom agent desktop?	web_agent	search			2019-03-27 14:12:38			
☐	How do you ask questions?	web_agent	ask me how			2019-03-28 13:02:18			
☐	How can I ask search capability to a custom agent desktop?	web_agent	search			2019-03-15 12:18:17			

5. Review vote

Review Vote

Genesys Knowledge Center CMS Knowledge bases ▾ Dictionaries ▾

Knowledge Center FAQ

Dashboard Documents Categories No answer Votes Drafts Modifications

Is agent feedback treated differently from customer feedback?

Create document

Vote

Rating ★★★★★

Customer comment Very good search results

Is agent feedback treated differently from customer feedback?

less than a minute of reading / 60 words

Both agent and customer feedback allow Knowledge Center to improve the quality of its responses. However, in most cases, agent feedback is collected which agents can help create and improve knowledge via the Workspace plugin and the Knowledge Center CMS. Refer to the Knowledge Center User

Categories (in English)

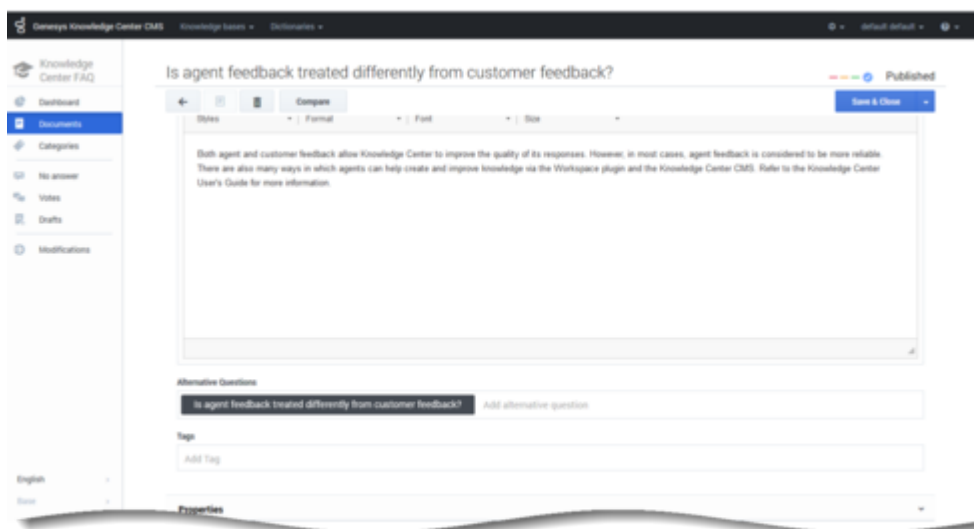
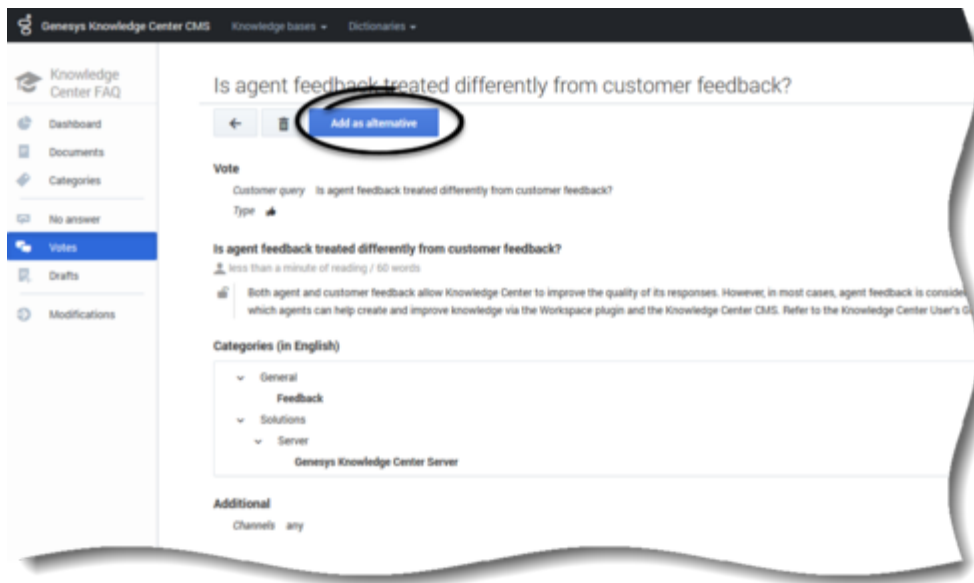
- General
 - Feedback
- Solutions
 - Server

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:

Document	Total Feedbacks	All number	Query	Positive	Negative	Scored	Comment
How can I add search capability to...	10			6	1	3.000000	
How can I add search capability to...	8			4	1		
Why don't my results contain the...	7			3	1	4.000000	
How long is information stored in...	6			3	1	0	
Can I store knowledge articles in off...	5			1	0	4	
Can I do Search Engine Optimizatio...	4			2	0	3.5	
Can I search for knowledge base ar...	3			1	0	4	
How can I change Genesys Knowledg...	3			0	1	3.5	
Can I publish the articles without...	2			0	0	4.5	
How do I configure the knowledge...	2			1	0	4	
What are alternative questions?	1			1	0	0	
How should I ask questions?	1			1	0	0	
What is Genesys Knowledge Center?	1			0	0	5	
What reporting data is available in...	1			0	0	2	
What types of events does Genesys...	1			1	0	0	
What happens when I include that...	1			0	0	4	
What components are included in G...	1			0	0	4	
Can I generate Knowledge Center Ho...	1			0	0	4	

- 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:

Document ID	Title	Positive	Negative	Comment
1	How can I add search capability to...	5	1	5/10/2017
2	Test search	4	3	
3	Why aren't any results returned from...	3	1	4/10/2018
4	Default			4
5	Default			100
6	Why aren't any results returned from...			5
7	new search			new feedback
8	test			
9	test			100
10	test			
11	How can I add search capability to...	5	1	5
12	How can I add search capability to...	5	1	5
13	How can I add search capability to...	5	1	5
14	How can I add search capability to...	5	1	5
15	How can I add search capability to...	5	1	5
16	How can I add search capability to...	5	1	5
17	How can I add search capability to...	5	1	5
18	How can I add search capability to...	5	1	5
19	How can I add search capability to...	5	1	5
20	How can I add search capability to...	5	1	5

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

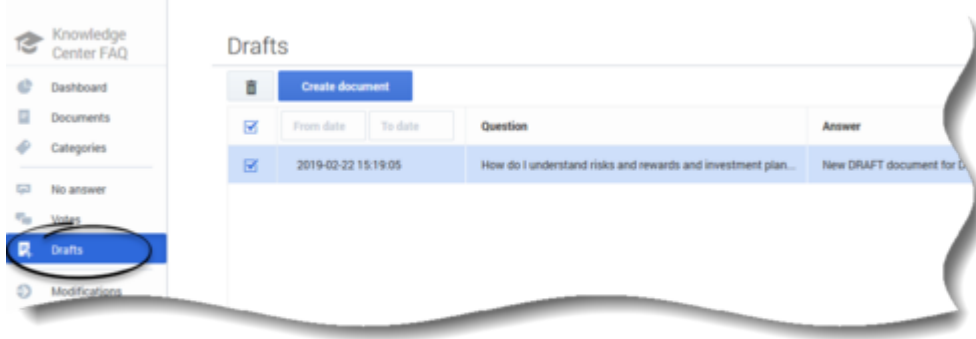
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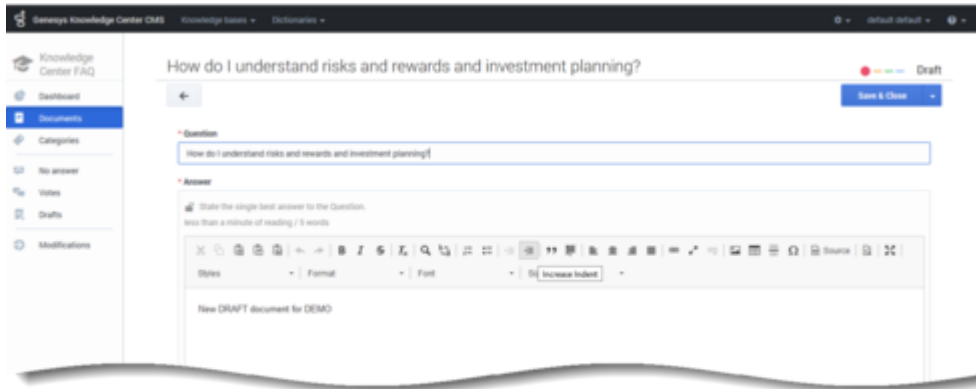
Start

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