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Genesys Knowledge Management User Guide

Procedure: Creating an FAQ Object

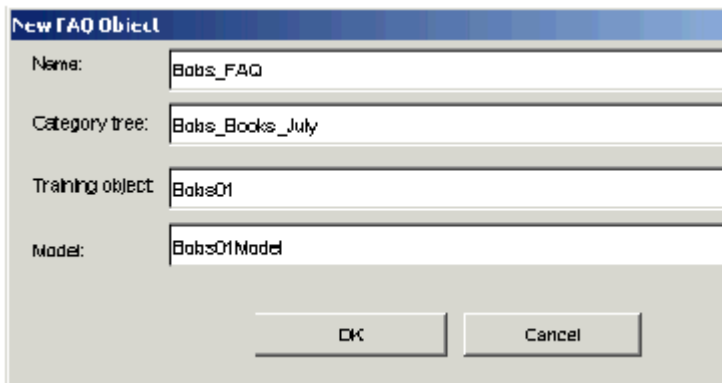
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Procedure: Creating an FAQ Object

This topic describes part of the functionality of **Genesys Content Analyzer**.

To create an FAQ Object, use the following procedure.

1. On the FAQ tab, do one of the following:
 - a. Select File > New.
 - b. On the left-hand pane, right-click and select New FAQ Object.

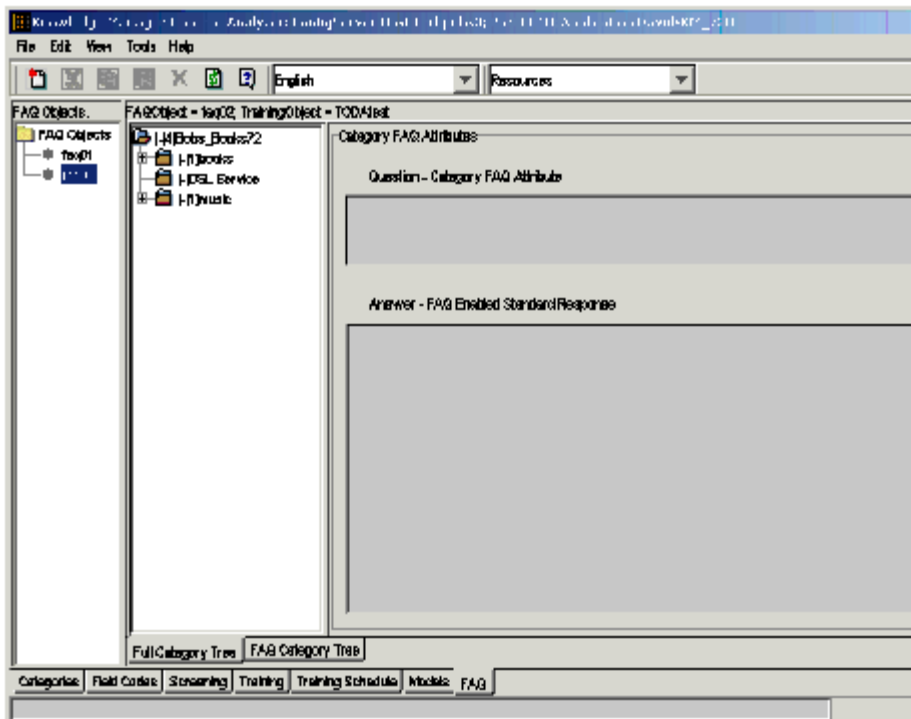


New FAQ Object Dialog Box

3. The New FAQ Object dialog box appears, as shown in "New FAQ Object Dialog Box." On it:
 - a. Enter a name.
 - b. Select a category tree, training object, and model.

The category tree and training object are required. You can create an FAQ object without a model, but you will not be able to use it in conjunction with content analysis.
3. Click OK.

The FAQ tab then appears as in the figure "FAQ Object."



FAQ Object

The FAQ tab contains the following panes:

- Left—Displays a list of all FAQ objects
- Center, with two subtabs:
 - Full Category Tree—Displays the entire category tree that serves as the source of the FAQ object that is selected in the left pane
 - FAQ Category Tree—Displays the selected FAQ object itself
- Right—These panes vary, depending on which of the center subtabs is selected.