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Genesys Knowledge Management User Guide

FAQ Objects

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FAQ Objects

This topic describes part of the functionality of [Genesys Content Analyzer](#).

Taking a category tree and its associated standard responses as input, Knowledge Manager can produce an FAQ object. From this object Knowledge Manager can produce a .jar file, which can in turn be used to:

- Build a web application that accepts written requests and, using content analysis, returns a set of standard responses.
- Present the contents (or a selection from the contents) of the standard response library as answers to frequently-asked questions.

An FAQ object combines a category tree, a training object based on the tree, and, optionally, a model built from the training object. The model is required in order to build a web application.

FAQ objects allow you to include in your web application a means of gathering user feedback about the correctness of a returned standard response. The application then uses this feedback to update the confidence rating of that particular standard response. This functionality is exemplified in the FAQ sample in the Simple Samples that are installed along with Web API Server.

For a description of this sample and its source code, see the [eServices 8.1 Web API Client Developer's Guide](#).

The section includes the following:

- [Sample FAQ .jar File](#)
- [More About FAQ Objects](#)
- [Procedure: Creating a new FAQ object](#)
- [Full Category Tree Subtab: Configuring the Category Tree](#)
- [FAQ Category Tree Subtab: Viewing and Testing](#)
- [Procedure: Generating and testing an FAQ.jar file](#)