

GENESYS[®]

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workspace Web Edition Agent Desktop Help

Using the Ask tab

5/2/2025

Using the Ask tab

How do I ask a question?

^	Ask Browse History	en 🔹
	Ask a question	٩
EICE	All knowledge bases 🔻	
	Customer's Recent Questions	
	No recent questions.	

Asking the knowledge base a question is easy and very intuitive. Once you've opened up the Ask menu by clicking on the **Ask** tab, you simply type your question in the field and then choose your knowledge base and language (both are set up by your Administrator).

As you type, notice that the knowledge base automatically begins suggesting questions for you. These are based on previous Knowledge searches and keywords used. If you see a question in the list that matches yours, you can select it here. If not, continue typing your question and click the magnifying glass icon.

I found my answer, now what?

O Ask ⋧	Browse	History				
What	t is Genesys Kn	owledge Center				
	/ledge FAQ	 Chat 	Ŧ			
Wha	t Is Genesys		Center?	o convert vour knowledge		
1	8	Ask Brow	vse History			
	KNOW	What is Genes	ys Knowledge Cen	ter		
	LEDGE	← What Is G	enesys Knowle	dge Center?		
	\rightarrow	2016-09-02 The ultimate g		s: any (nowledge Center is to co	nvert your knowledge in	to answers to the q
		using this kno	dolor sit amet p	t of the system is the Ger	nesys Knowledge Cente ノムナナク	r Server, which is di
		Copy cont	ent 🛱 Add to	avorites		
	2	Was this help	ful?- Yes / No			
			(☆☆☆☆☆		
			\rightarrow	Please, leave a comment		

Clicking on the question expands the result to display the answer. If you've found the answer to your question, you can either read the answer to the caller (if on a voice call), or you can copy and paste the answer directly into the Workspace chat window.

The document you are viewing may also have additional files attached which you can download by clicking the attachment link.

If the answer provided has been helpful, this is your chance to improve the knowledge base by providing feedback. Leaving a star-rating and a comment allows the system to better serve your future interactions by training the knowledge base to know which answers are the most suitable.

You can also add this answer to your favorites by clicking the **Add to favorites** button. All favorites are stored under the **Browse** tab.

To exit the article, simply click the back arrow next to the question.

What if I didn't find an answer or I don't like the answer provided?

	Genesys Knowledge Center Workspace Plugin , Genesys Knowledge Center CMS
	Related categories
	General
	Genesys Knowledge Center Server
	Genesys Knowledge Center Workspace Plugin
-	No relevant results
	is for now can rimprove the knowledge buse
	Compose an answer
	Do you want to compose an answer for this question?
	Yes No
	וויד טועכו הווטאוכעער שמפר מו נוטובס:
пç	J results for now carringprove the knowledge base
Cı	reate Answer
* (Question
Ū	law can Limprove the knowledge base?
	c
* /	Answer
Ca	ategories
A	Administrator eXtension for Gen >>
A	Archiving >
C	Configuration
F	eedback
G	Seneral <<
6	Senesvs Knowledge Center CMS
	Confirm Cancel
-	
	Send to customer
	Do you want to send this answer to the customer?

If the system could not provide you a valid answer to share with your customer, taking the time to suggest an answer will enable the knowledge base to improve over time, thanks to your input.

To make a suggestion to the system, simply click the **No relevant results** button at the bottom of the page and confirm that you wish to compose a new answer. In the **Create Answer** window, you can:

- Edit your question
- Suggest the answer
- Select the categories where the question and answer belongs

Once you've confirmed all the details, the system asks you if you'd like to send this answer to the customer. Clicking **Yes** automatically copies your answer into the chat window in Workspace, saving you valuable time.