Genesys Engage cloud Workspace Web Edition Agent Desktop Help

Using the Browse tab

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What are categories and why would I use them?
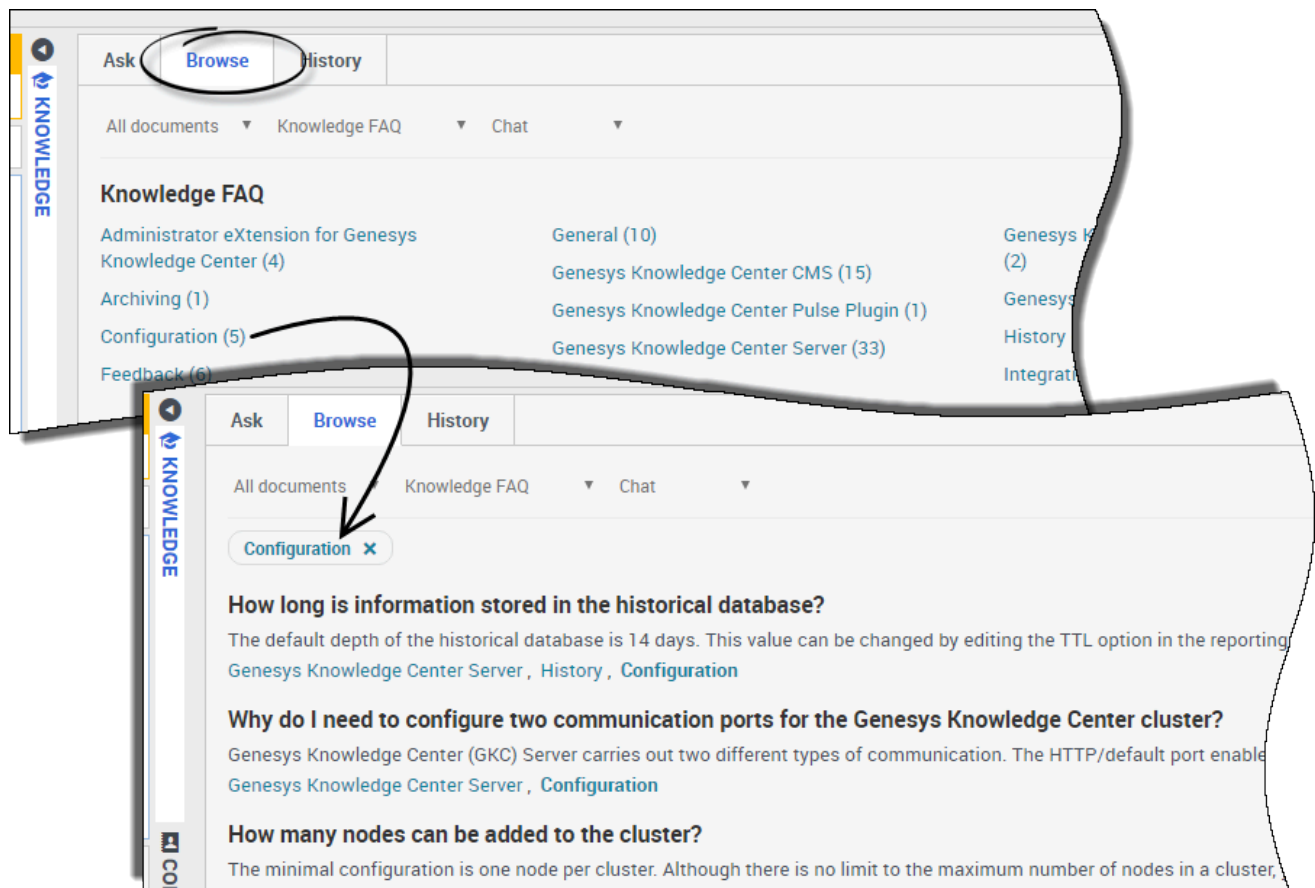
Categories make it easy for you to browse a list of questions and answers that might be useful for your customer interaction. When you click the **Browse** tab, you are presented with a number of category options that, when clicked, display questions and answers relevant to that category. This is particularly helpful if you know the topic but you're unsure of the question to ask. To clear the category, simply click the "x" on the category name and it brings you back to the main list.

Important

Categories are initially set up by your Administrator however you can help improve the knowledge base by adding your own questions and answers and defining their categories.