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Genesys Engage Workspace Web Edition Help

Using the History tab

Using the History tab

What is the user history and why would I use it?

The screenshot shows the Genesys Engage Workspace interface. At the top, there are three tabs: 'Ask', 'Browse', and 'History'. The 'History' tab is circled. Below the tabs, there are two dropdown menus: 'Current Session' and 'ALL'. Below these is a table with the following columns: 'Date', 'Type', 'Knowledge base ID', 'Language', and 'Query'. The table contains several rows of data. A circled '1' highlights the first row of the table. Below the table, there is a 'Details' section. The 'Details' section contains the following information: 'Type: FEEDBACK', 'Knowledge base ID: knowledgefaq', 'Date: 2016-09-06 12:49:25', 'Feedback type: LIKE', and 'Query: Can I search for knowledge base articles in French or other languages'. A circled '2' highlights the 'Knowledge base ID' field in the details section.

Date	Type	Knowledge base ID	Language	Query
22 minutes ago	OPEN	knowledgefaq	en	
22 minutes ago	FEEDBACK	knowledgefaq	en	
22 minutes ago	FEEDBACK	knowledgefaq	en	Can I search for knowledge base articles in French or other languages
22 minutes ago	OPEN	knowledgefaq	en	
22 minutes ago	SEARCH	knowledgefaq	en	Can I search for knowledge base articles in French or other languages
22 minutes ago	SEARCH	knowledgefaq	en	Can I search for knowledge base articles in French or other languages
22 minutes ago	FEEDBACK	knowledgefaq	en	
23 minutes ago	OPEN	knowledgefaq	en	
23 minutes ago	OPEN	knowledgefaq	en	

Details

Type: FEEDBACK

Knowledge base ID: knowledgefaq

Date: 2016-09-06 12:49:25

Feedback type: LIKE

Query: Can I search for knowledge base articles in French or other languages

How can I archive older knowledge base articles?

Clicking on the **History** tab brings you to the user history. The user history allows you to see all the queries made by your customer using self-service in the **Current Session**. It can also display **All History** which shows you the entire history of the customer's queries over time.

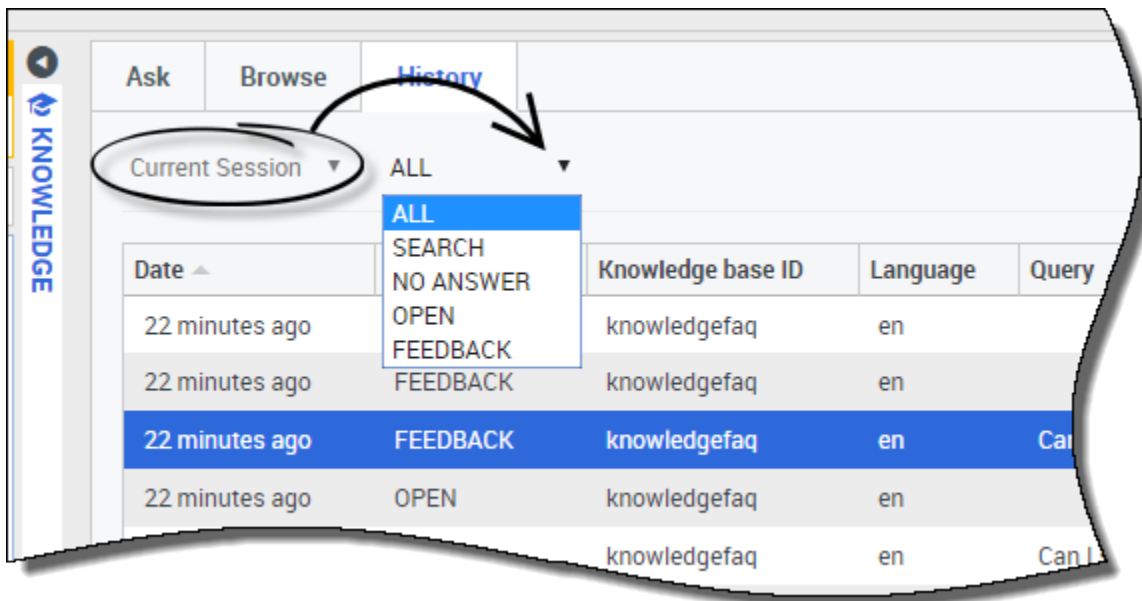
The main reason you would use this information is to give you a better understanding of the issue your customer is facing by providing you with the list of questions they have been asking the system. Also, by viewing the history you can see if this is a new issue or possibly a recurring one. The user history helps you quickly decipher things like these, making you well-prepared for your interaction.

The user history consists of two parts:

1-The History events table at the top

2-The details view at the bottom

How do I see what the customer has already asked Knowledge Center?



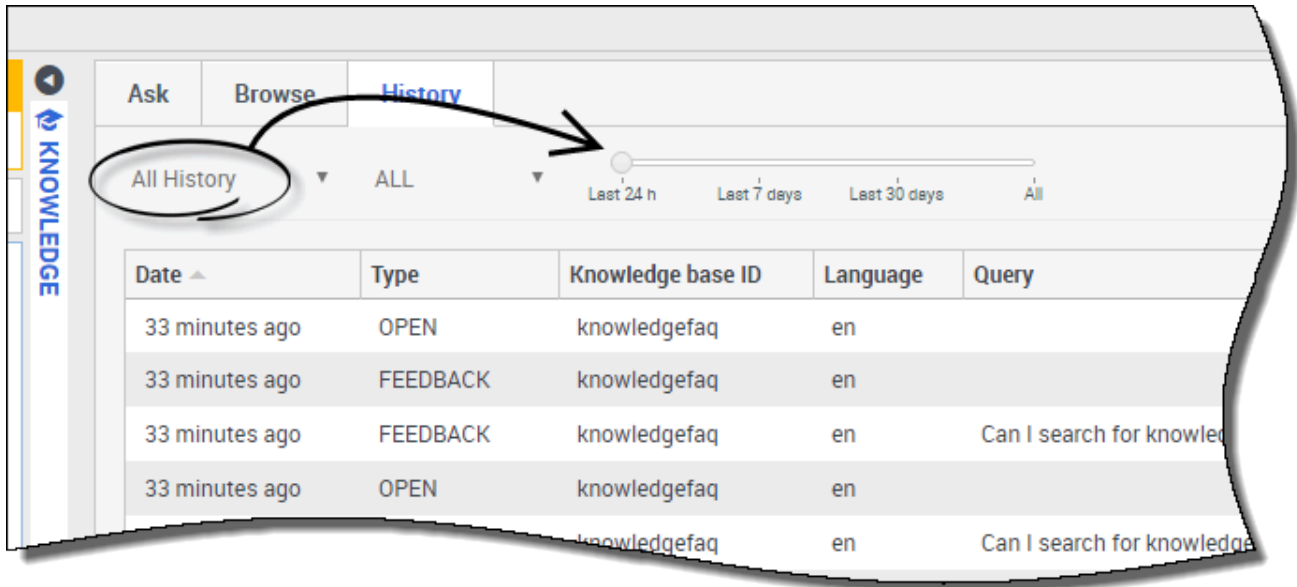
Viewing the **Current Session** enables you to view the current history of your customer's recent interactions with self-service. From here you can filter your view of their questions a number of ways:

- **ALL** - shows all events in the history
- **SEARCH** - shows only requests to find the answer (along with the results shown to customer)
- **NO ANSWER** - shows the questions the customer had where *no answer found* was returned
- **OPEN** - shows answers that were opened and reviewed by the customer
- **FEEDBACK** - shows positive and negative votes on the queries the customer made

Important

The **Current Session** view is only available if your customer had been using self-service capabilities before contacting you for help. If they contacted you first, this option will not be active since there is no current session history to view.

Can I see a customer's whole inquiry history with Knowledge Center?



Viewing **All History** enables you to view your customer's entire interaction history with self-service. This option also provides you with the same way to filter as you can when viewing **Current Session**.

The added feature when viewing **All History** is that, from this view, you can also use the time line to view a specific range of time.

What information is provided in the Details view?

The screenshot shows the 'History' tab in the Genesys Engage Workspace. A dropdown menu is open for the 'Current Session' filter, showing options: ALL, SEARCH, NO ANSWER, OPEN, and FEEDBACK. The 'ALL' option is selected. Below the table, the 'Details' view is expanded for a selected event.

Date		Knowledge base ID	Language	Query
37 minutes ago	FEEDBACK	knowledgefaq	en	
37 minutes ago	FEEDBACK	knowledgefaq	en	
38 minutes ago	FEEDBACK	knowledgefaq	en	Can I search for knowledge base articles in French or other languages?
38 minutes ago	OPEN	knowledgefaq	en	
38 minutes ago	SEARCH	knowledgefaq	en	Can I search for knowledge base articles in French or other languages?
38 minutes ago	SEARCH	knowledgefaq	en	Can I search for knowledge base articles in French or other languages?
38 minutes ago	FEEDBACK	knowledgefaq	en	
38 minutes ago	OPEN	knowledgefaq	en	
38 minutes ago	OPEN	knowledgefaq	en	

Details

Type: FEEDBACK
Knowledge base ID: knowledgefaq
Date: 2016-09-06 12:49:25
Feedback type: LIKE
Query: Can I search for knowledge base articles in French or other languages

How can I archive older knowledge base articles?

When you click a history event in the history table, the bottom part of the view is updated to show the details of that event. The information provided depends on the type of event you've filtered on.

With the **ALL** filter selected, all information is shown.

With the **SEARCH** filter selected, the following information is shown:

- the date the event was recorded
- the question the customer asked
- the answer given to the customer

With the **NO ANSWER** filter selected, the following information is shown:

- the date the event was recorded
- the question the customer asked

With the **OPEN** filter selected, the following information is shown:

- the date the event was recorded
- answers the customer opened

With the **FEEDBACK** filter selected, the following information is shown:

- the date the event was recorded
- the type of the feedback (positive or negative)
- the question the customer asked
- the answer the customer left feedback on