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Genesys Knowledge Center User's Guide

Using the Pulse Plugin

4/16/2025

Using the Pulse Plugin

Overview

Genesys Knowledge Center Plugin for Pulse plugin allows you to add knowledge-centric statistics to your existing dashboards.

Plugin provides 2 widgets:

- Dashboard: containing a set of pre-configured statistics that are embedded into the main pulse dashboards along with other measures of your environment.
- Expanded: Kibana-based widget that allows dynamic data discovery when you expand the widget.

To add widgets to your pulse dashboard please follow the steps described in the Deployment Guide.

Dashboard widget

The Dashboard Widget provides a small component with major knowledge KPI that is embedded into the pulse dashboard along with other environment metrics and statistics. The Widget shows the information for a particular knowledge base within a specified period of time from now. KPIs shown on the widget are:

- Search number of search requests executed
- Feedback % of the search request that users provided feedback on (both relevancy and 5 star-rating feedback)
- No answer- % of the search queries that end up with indication that no answer had been found
- Average Confidence average confidence of the first documents returned on the search requests
- Sentiment % of 'like' feedback

anasus Kasuladas	
enesys Knowledge	
KnowledgeFAQ	
Search	1327
Feedback	8.21%
No Answer	11.98%
Average Confidence	0.56

Pulse Plugin Displaying KPIs

Expanded widgets

When you expand the Knowledge Center dashboard Widget to the full tab mode you will see either the Analytics Expanded Widget or the Performance Expanded Widget, enabling data discovery and analysis within your cluster. The Widgets are based on Kibana and deliver all of Kibana's power for data analysis.

Analytics Widget

The goal of the Analytics Widget, intended for use by supervisors and content managers, is to help you visualize how data is used in the enterprise by focusing on the most frequently used content and questions that fail to yield an answer. This widget can also be used to analyze data within a particular knowledge base, language, or location.



Analytics Widget Dashboard

Let's see what each part of the dashboard means:

• The timeline, which includes a histogram, enabling you to monitor the daily trend of knowledge requests that you can then sort by type over a selected period of time. Note: If you select a period of time that is less than one day, the trend will not be displayed. If you would like to look at a specific trend you can select it on the histogram and the widget will adjust to display the specific activity that occurred over the selected time frame.

L	Daily Trend	E	vents Over	rTime									
	• 6% (ALL)	*	••> 1 9, 200	m Dut I									
	• 6.25%										٨		
	(SEARCH)	10									A		
	 8.33% (DPEN) 		16-00	90.00 00.18	08/00 08/00	16.00	40.00 80.15	08/00 08/10	16.00 05.13	00.00 00.20	00.00 00.20	16,00	00:00

Analytics Widget Timeline

• The confidence panel displays knowledge event trends for the last hour of a selected time period while the histogram shows the mean confidences for the answers that came back to users first.

Hourly Trend	Mean Confi	dence									
 6% (ALL) 6.25% (SEARCH) 8.33% (OPIN) 	Vee) Q, 200 100 100 100 100 100 100 1000 1000	00-00 00-00	36.00 36.11	16.00	80.00	04-05 04-01	19.00	00-00 00-00	48.50 49.10	16.0	00-00

Analytics Widget Confidence Panel

• The world map in the geography panel is covered with heat maps that demonstrate requests based on location. Note: You can click heat points to zoom into particular regions more closely.

Warning

Please see Install Genesys Knowledge Center Plugin for Pulse for important details on the World Map Widget and a change in Map Quest's Terms of Service that might affect this feature.



Analytics Widget Geography Panel

• The analytics panel depicts a distribution of events that can be sorted by type, knowledge base, language, origin (an agent vs a customer), sentiment (percentage of positive and negative likes), country, rating and sources of requests. Note: You can click a category to zoom into a particular segment of events.

The following types of events are shown on the **Events** pie:

- · search number/percent of search request to the total request count
- · open number/percent of opened documents to the total request count
- feedback number/percent of the user feedback provided (both relevancy feedback and 5-star ratings) to the total request count
- nonanswered number/percent of the explicit or implicit queries that end up with no results or with irrelevant results to the total request count
- use number/percent of time that knowledge was used to serve customer interaction to the total request count



Analytics Panel

- Use this counter panel to visualize the most significant requests for:
 - search quantity of search requests
 - open quantity of knowledge articles opened by users
 - no answer quantity of queries the system captured for which there was no answer
 - · feedback the amount of positive/negative feedback left by users
 - rating quantity of comments left by users
 - · used quantity of knowledge articles used by agents to answer customer's questions

I,	SEARCH	 VIEWED	NO ANSWER	POSITIVE	-	NEGATIVE	COMMENT	
	17	26	2	7		1	1	

Visualize the Most Utilized Content and Feedback

- The trend panel enables you to analyze customer queries for the top ten most:
 - · viewed documents
 - viewed categories
 - liked documents
 - used keywords

Top 10 Documents		-	Top 10 Categories			Top 10 Liked			Top Keywords		
Tenm	Count	Action	Term	Count	Action	Term	Count	Action	Term	Count	Action
What types of events does Denexy	3	9.0	Genexys Knowledge Center Server	19	9.0	What types of events does Genesy a Knowledge Center second in the b	1	9.0	knowledge	10	9.0
storical database?			Generays Knowledge Center CMS	13	9,0	istorical database?			genesys	4	۹.0
What is the difference between the considering Cluster and the Kinowie	3	9.0	History	4	9.0	How should I ask questions?	1	9.0	center	4	9.0
ige Server?			Generys Knowledge Center Works	4	9,0	Can agents add new documents to the increase increase.	1	9.0	base	4	9.0
Ian agents add new documents to he knowledge base?	3	9.0	General		0.0	Can Luse my own CMS system ins		9.0	cluster	3	9.0
kre there limitations on what and h	2	9.0	Carlie calies		0.0	tead of the Genesys Knowledge Ce new CMIS2			agent	3	9,0
ow many sources the CMIS can ind to information from?			Administrative for Ganama Monula		0.0	Can I search for knowledge base ar	1	9.0	type	2	9,0
tow should Lask guestions?	2	9.0	dge Center	-	~ ~	ticles in French or other language s7			server	2	9.0
How do I configure two Knowledge	2	9.0	Languages	1	9.0	Can I restrict access to the knowle	1	9.0	record	2	9.0
Servers into a cluster?						dge base to my agents only?			event	2	9,0
Can I use my own CMS system ins road of the Genery's Knowledge Ce	2	9.0				Can I have my CMS shore content i n a database or other data store?	1	9.0	document	2	9.0
tter CMS?									difference	2	9.0
Nhy do I need the Workspace plugi d	1	9.0							database	2	9,0
What are oustom fields?	1	9.0							data	2	9.0
tow long is information stored in t	1	9.0							test	1	9.0

Analytics Widget Displaying Trends

By default the dashboard is collapsed, but it can be expanded to see the details of each event:

Expand the Widget to View Details

Performance Widget

The Performance Widget, intended for use by administrators, focuses on the mean processing times for user requests based on their distribution between servers, knowledge bases, and location.



Analytics Widget Timeline

Let's take a look at each part of the dashboard:

• The timeline, which includes a histogram, enables you to monitor the daily trend of knowledge requests that you can then sorted by type over a selected period of time. Note: If you select a period of time that is less than one day, the trend will not be displayed. Also, if you would like to look at a specific trend you can select it on the histogram and the widget will adjust to display the specific activity that occurred over the selected time frame.

l	Daily Trend	 Events Ove	er Time									-
	• 6% (ALL)	Vew > 9,20	em Dut I									
	• 0.23%	30 20 10								A		
	· 8.33% (DPEN)	16.00	90.00	08.00	16.00	0.00	08.90	16.00	00.00 10.00		16.00	00.00

Analytics Widget Timeline

• The processing time panel displays the mean processing times of agent and customer requests over a selected period as well as an accompanying histogram.

Processin (Ms)	ig Time		Mean P	hocessing	Time (Ms)										
21	1 (new)		Ven > 4 200	R, Zeom Gut I 4	🕈 ALL (12) 🗣 SE	ANCH (1) @ OPI	(N (I) 🗢 UHED (1) duration mean	.ger 10m ((24 %)	°					
	min	-										-			
e AL	0	1,309		16.08 06.20	18/80 08-30	20108 08-20	22.00 08.20	00.00 00-21	62:60 68:21	94.08 96.0	04:00 04:21	08:20 08:21	10-00 68-21	12.90 98-21	14.00

Performance Widget Time Processing Panel

• The world map in the geography panel is covered in heat maps depicting requests based on location as well as the top 10 IP addresses of the customers who are creating those queries.



Performance Widget Geography Panel

• The analytics panel displays a distribution of events that can be sorted by type, knowledge base, language, origin (an agent vs a customer) and country. Note: You can click a category to zoom into a particular segment of events.

I	Server	-	Events	-	Knowledge Base	-	Language	Originator	-	Country	-
										n	
	385		ora m		Luningadar 10%		in	OUTOWER 1894		3.5	

Performance Widget Analytics Display

• The default mode of the Performance Widget displays a collapsed version that can be expanded to see the details of any event:

Details						
		0 to 10 of 13 evaluable for paging			*	
494 >	< every.every.>		< timestamp >	< exetomenta >	< knowledgebooetd	
SEARCH	phys		2015-06-21 15:31:50		knowledgelag	
OPEN			2015-08-21 15:31:47		knowledgelag	
NONANGWERED			2015-09-21 15:31:44		knowledgefaq	
SEARCH	Do the Knowledge Denter DMS and the Knowledge Denter Server		2015-09-21 15:31:44		knowledgefag	
NONANGWERED			2016-06-21 15:31:39		knowledgefaq	
SEARCH	test		2015-06-21 15:31:39		knowledgefaq	
FEIDBACK	How can I assign Generys Knowledge Denter Plugins to my agen		2018-08-21 18:31:36		knowledgefaq	
OPEN			2015-08-21 15:31:34		knowledgefaq	
SEARCH	How can I assign Genergy Knowledge Denter Physics to my ages		2018-08-21 15:31:32		knowledgefag	
OPEN			2016-08-21 15:31-26		knowledgefag	
		it to bit of 13 modulie for matter				

Expand Performance Widget to see Details

Widget Time Frame Display

The following panels, found in both the Analytics Widget and the Performance Widget, can be used to filter the appearance of your data.

E Knowledge	Center						Aug 17, 2015 14.4854 to Aug 21, 2015 40.32.50 refreshed every Sm +	0	٠	4
Plang 2										
time must @	× N	time must @	××	terms <u>mail</u>	×8×	°				
field moment.		field: moment from (*2015-00-1212):45:54.1502*		Neld: originator value : DJSTOMER						
to ince		No. 2019 09 21110 32 51 7402								

Panel Above Dashboard

• The display above, found on top of the dashboard, contains filters that can be used to modify your current data to:

Fil	tering >					
	time must field : moment from : now-1 w to : now	¥ ¥	time must field : moment from : "2015-08-17T21:45:54.1602" to : "2015-08-21T10:32:53.7402"	¥ ×	terms must	⁄ ⊠ x

```
Dashboard Filters
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- view active filters (the filter can be removed by pressing the X or temporarily deactivated after deselecting the box)
- refresh data
- use the home button to reset the dashboard to its default settings
- select time frames for the menu



Select a Time Frame to Analyze