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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:

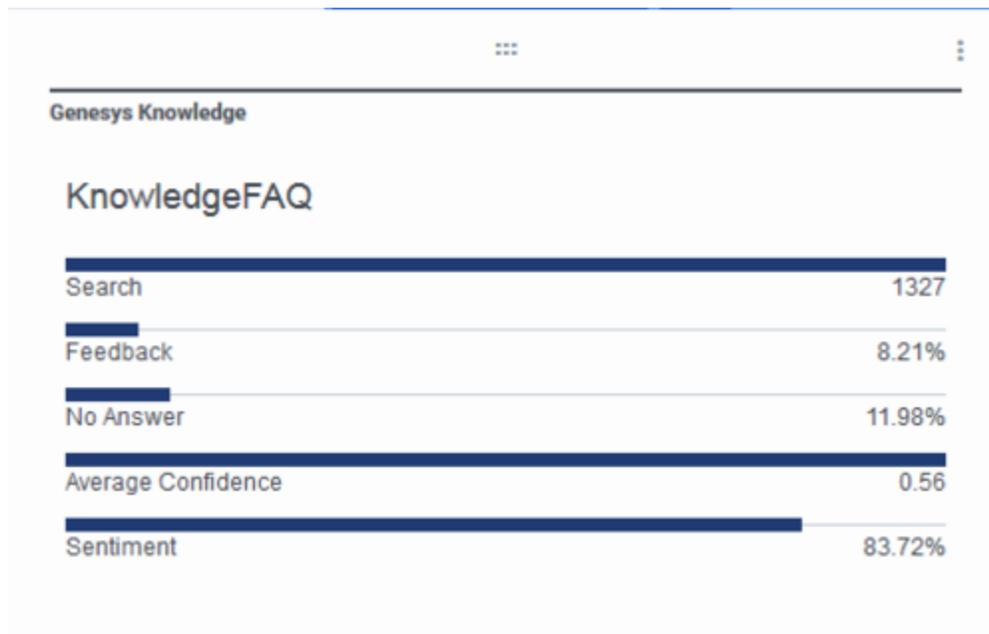
- Dashboard: containing a set of pre-configured statistics that are embedded into the main pulse dashboards along with other measures of your environment.
- Expanded: Kibana-based widget that allows dynamic data discovery when you expand the widget.

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



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.

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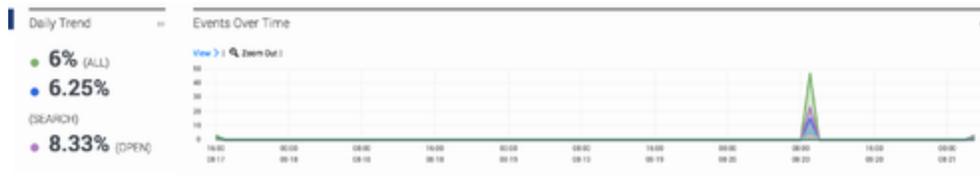


Analytics Widget Dashboard

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

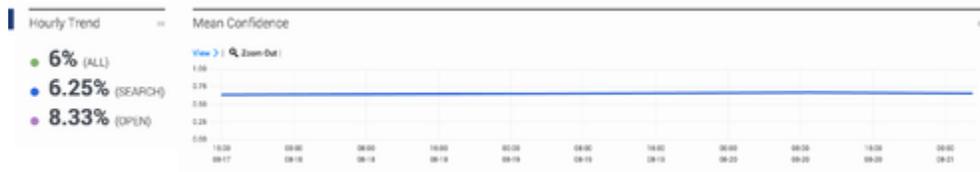
- The timeline, which includes a histogram, enabling you to monitor the daily trend of knowledge requests that you can then sort by type over a selected period of time. Note: If you select a period of time that is less than one day, the trend will not be displayed. If you would like to look at a specific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

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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.



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

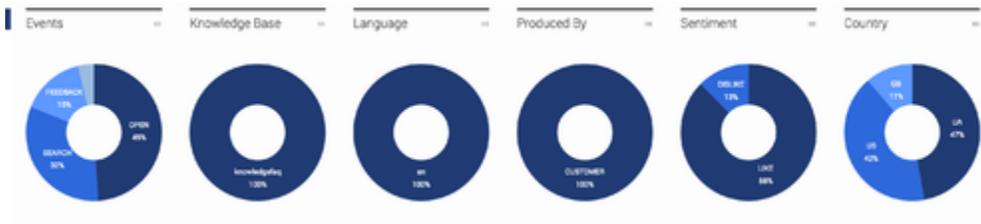
- The analytics panel depicts a distribution of events that can be sorted by type, knowledge base, language, origin (an agent vs a customer), sentiment (percentage of positive and negative likes), country, rating and sources of requests. Note: You can click a category to zoom into a particular segment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

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

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- 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



### 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

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### 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.



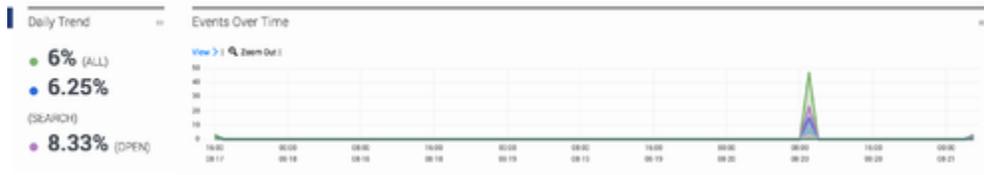
### Analytics Widget Timeline

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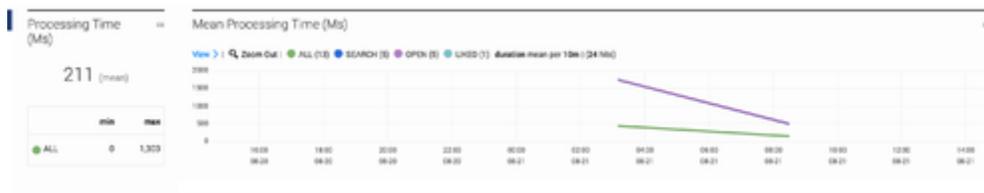
Let's take a look at each part of the dashboard:

- The timeline, which includes a histogram, enables you to monitor the daily trend of knowledge requests that you can then 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. 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.



### 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.



### Performance Widget Time Processing Panel

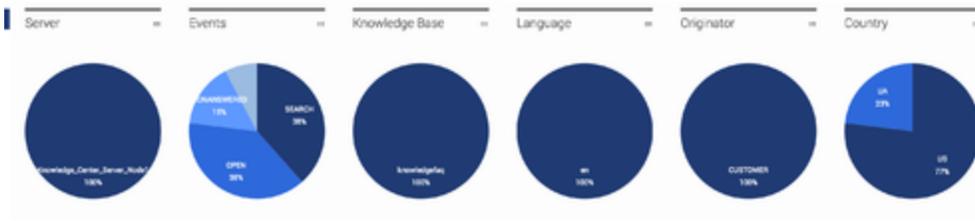
- The world map in the geography panel is covered in heat maps depicting requests based on location as well as the top 10 IP addresses of the customers who are creating those queries.



### 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.

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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:

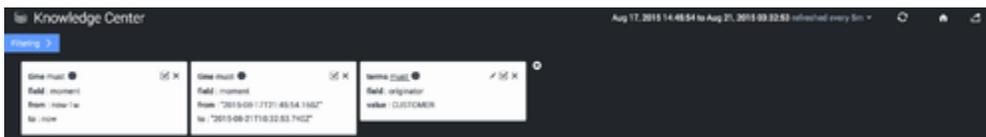
The expanded Performance Widget displays a table of event details. The table has the following columns: type, query query, timestamp, environment, and knowledgebaseid. The data is as follows:

type	query query	timestamp	environment	knowledgebaseid
SEARCH	plugin	2015-08-21 15:31:50		knowledgefaq
OPEN		2015-08-21 15:31:47		knowledgefaq
NONANSWERED		2015-08-21 15:31:44		knowledgefaq
SEARCH	Do the Knowledge Center CMS and the Knowledge Center Server...	2015-08-21 15:31:44		knowledgefaq
NONANSWERED		2015-08-21 15:31:39		knowledgefaq
SEARCH	test	2015-08-21 15:31:39		knowledgefaq
FEEDBACK	How can I assign Genesys Knowledge Center Plugins to my agen...	2015-08-21 15:31:35		knowledgefaq
OPEN		2015-08-21 15:31:34		knowledgefaq
SEARCH	How can I assign Genesys Knowledge Center Plugins to my agen...	2015-08-21 15:31:32		knowledgefaq
OPEN		2015-08-21 15:31:26		knowledgefaq

Expand Performance Widget to see Details

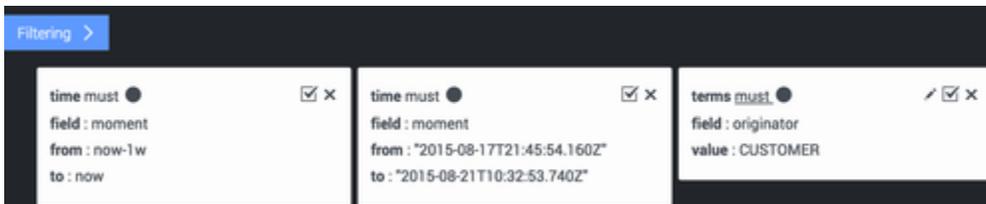
## Widget Time Frame Display

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



Panel Above Dashboard

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



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