Genesys Knowledge Center User's Guide

Working with Customer Feedback

12/17/2025

Contents
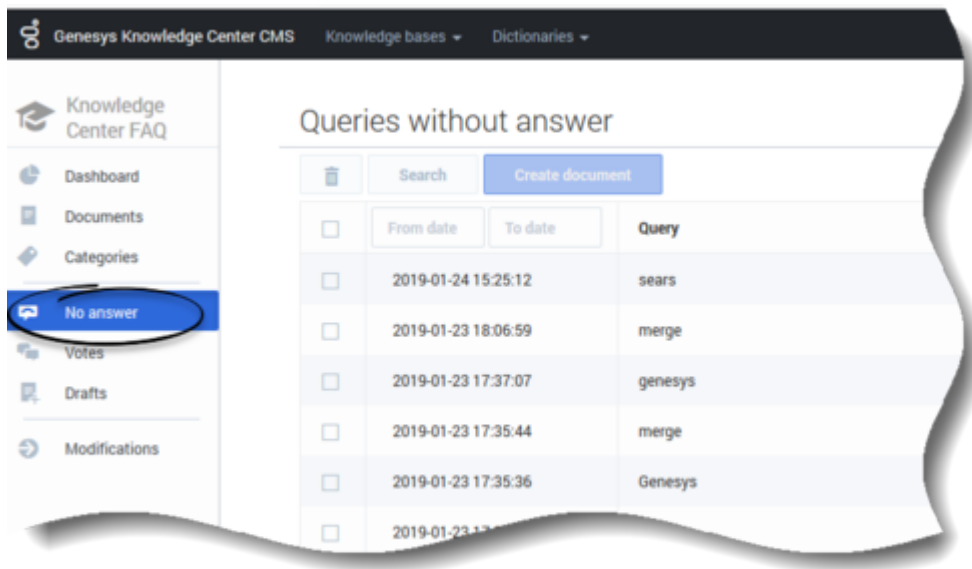
Working with Customer Feedback

Processing a "No answer" Item
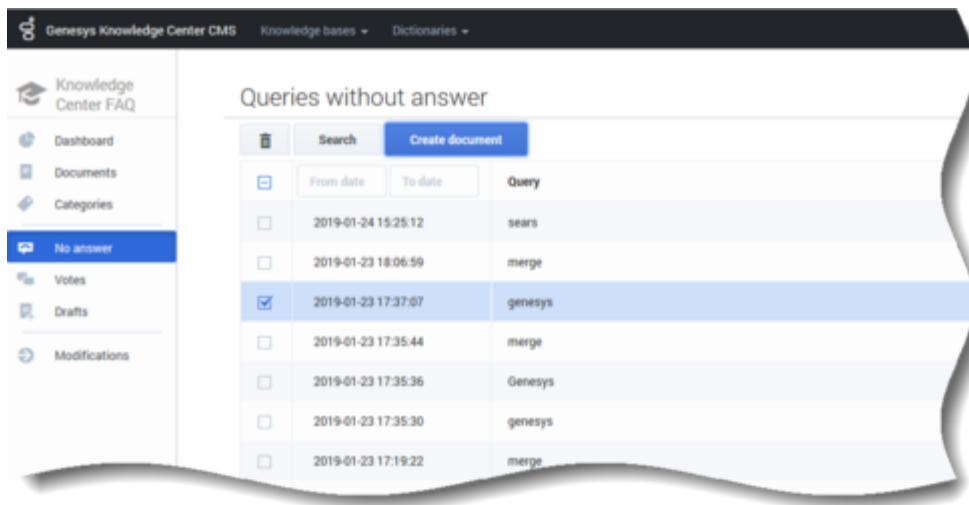
Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.
- **Knowledge.Author** privileges have been assigned to the user.
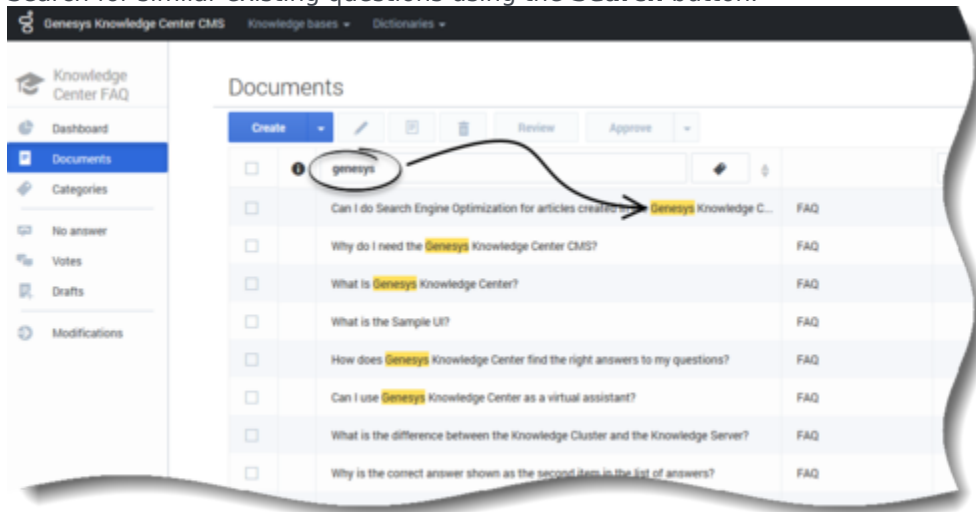
Start

1. Select a knowledge base to display a list of its contents.
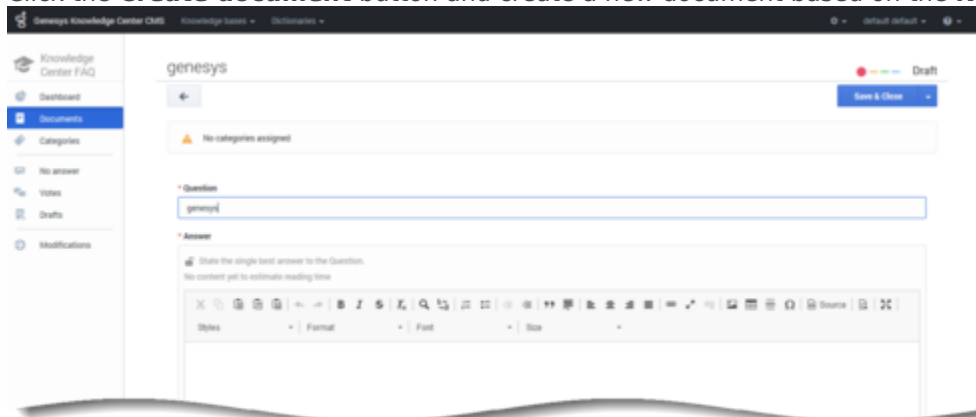2. Choose the **No answer** tab.

3. Choose one or more items from the list.
4. Process each item:

- Search for similar existing questions using the **Search** button.

- Click the **Create document** button and create a new document based on the **No answer** item.

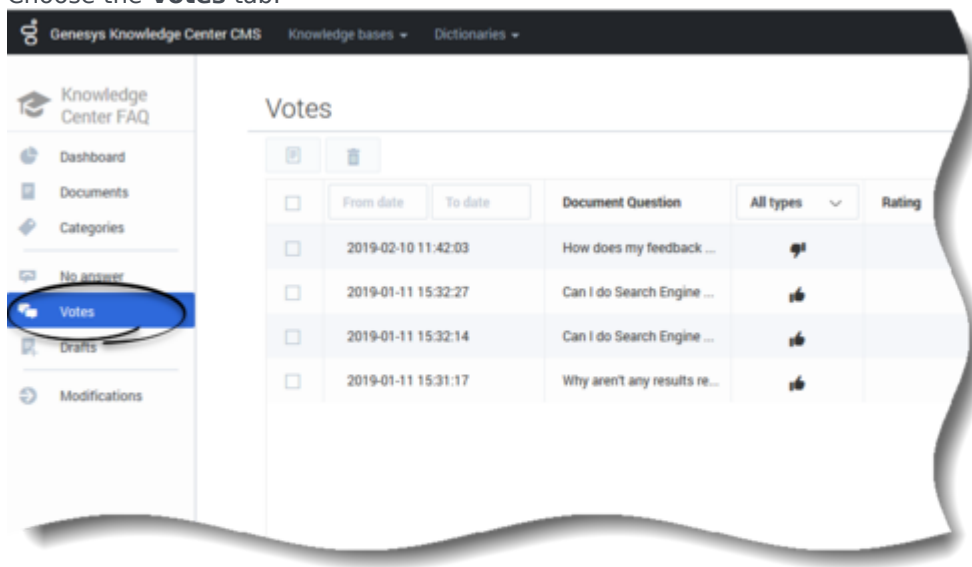- Delete unnecessary items using the **Delete** button.
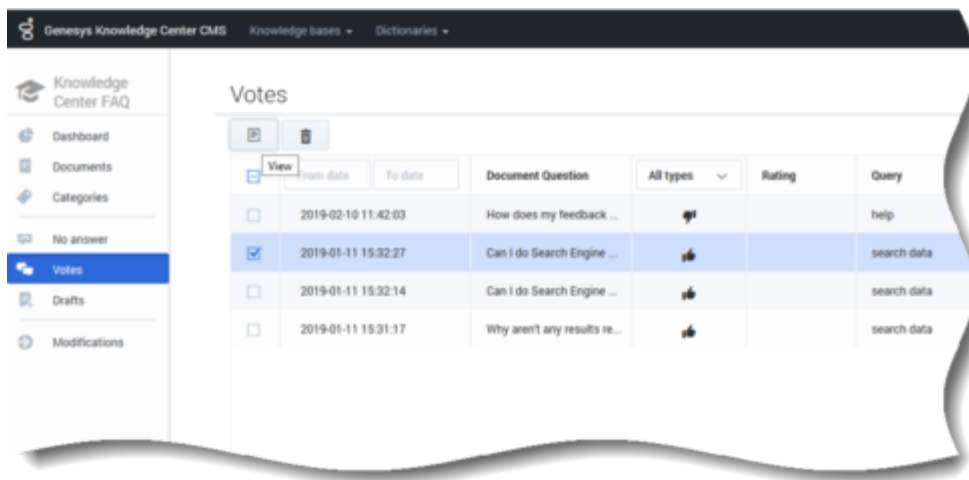
End

Processing Votes

Prerequisites

- The knowledge base has been defined in the CMS.
- A connection to Genesys Knowledge Center is available.
- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.
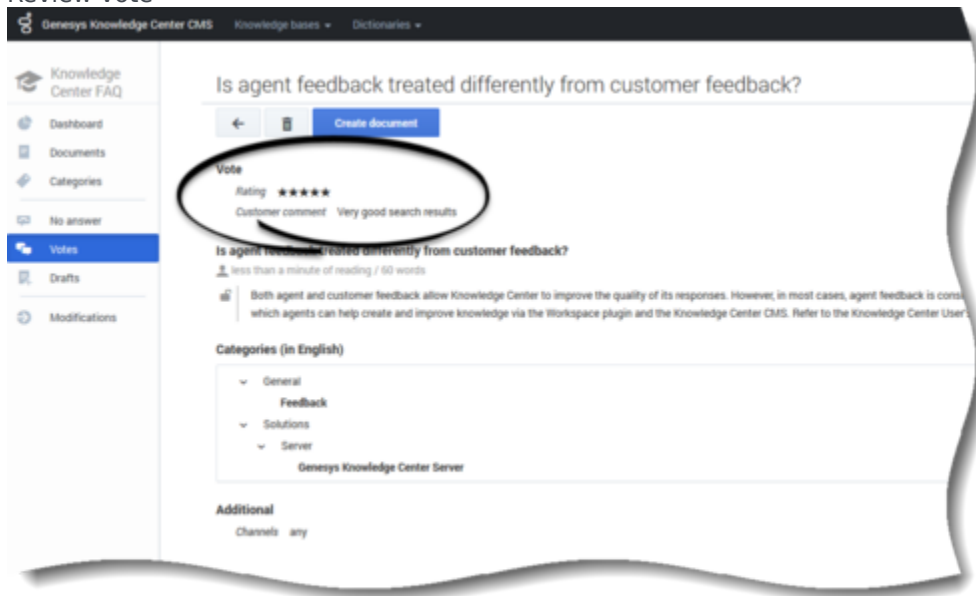
Start

1. Select a knowledge base to display a list of its contents.
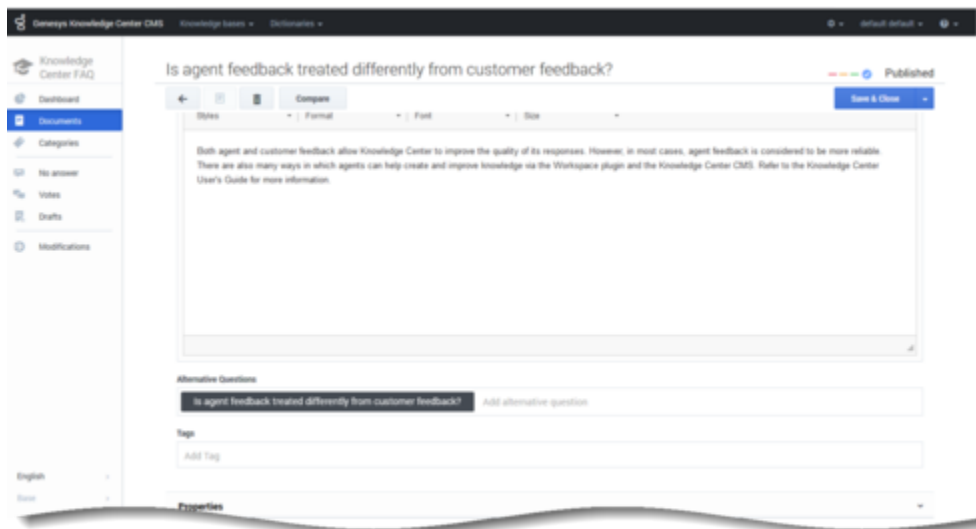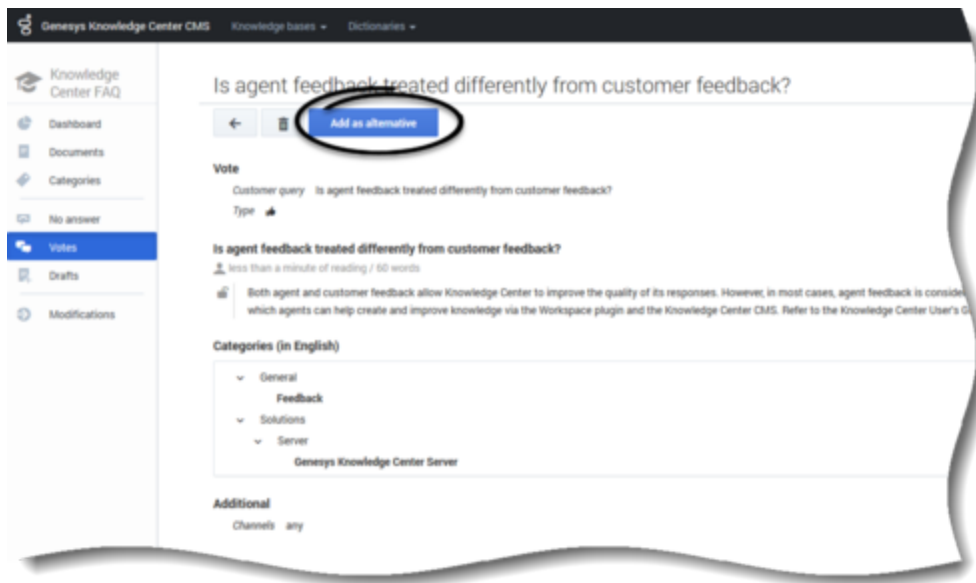2. Choose the **Votes** tab.

3. Choose one or more items from the list.
4. Process each item:

- Review vote

- Add a search query as an alternative question for the upvoted document using the **Add as alternative** button. Or **Edit** existing document. Or **Create** new document basing on search query.

- Delete appropriate items using the **Delete** button.
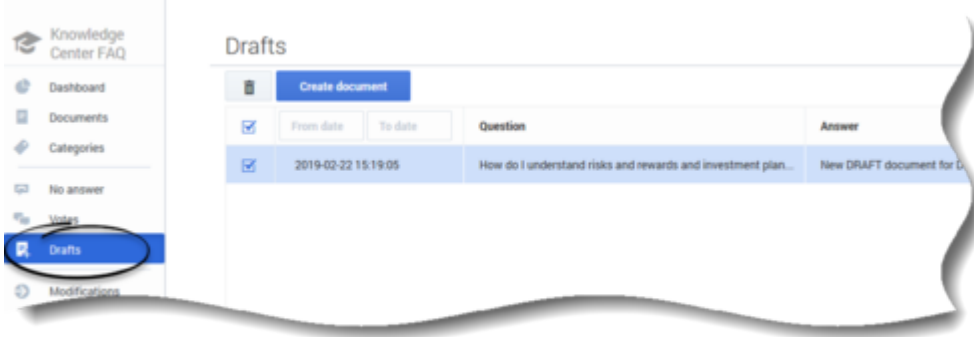
End

Processing Drafts

Prerequisites

- The knowledge base has been defined in the CMS.
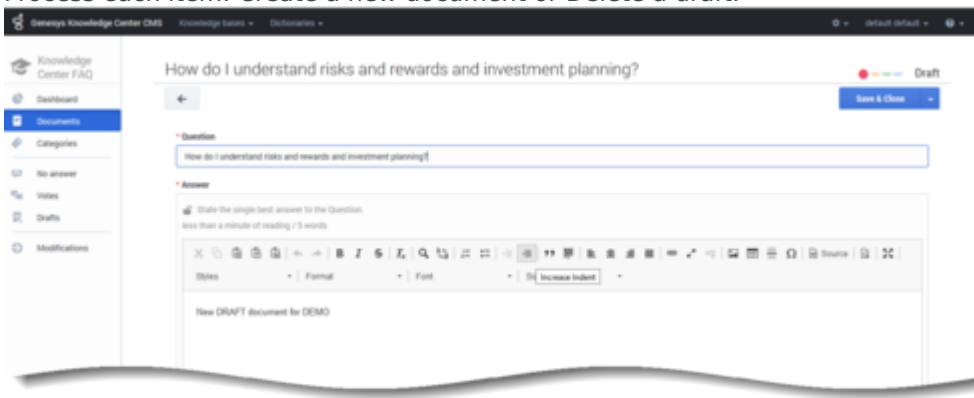- A connection to Genesys Knowledge Center is available.

- **Knowledge.CMS.Document.Author** privileges have been assigned to the user.

Start

1. Select a knowledge base to display a list of its contents.
2. Choose the **Drafts** tab.

3. If any drafts are awaiting review, they are present under this tab.
4. Process each item: Create a new document or Delete a draft.

End