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Genesys Knowledge Center Deployment Guide

Supported Languages

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Supported Languages

Genesys Knowledge Center supports a search for the right answer in any language. It executes a knowledge search involving different natural language processing techniques to come up with the best suggestions for the question asked. The level of the search processing functionality depends on the language. The table below lists the languages that have advanced search processing, along with the level of advanced processing support for each language.

Content Language	Product Version	Advanced Natural Language Processing Level
English	8.5.000+	
Danish	8.5.302+	
Finnish	8.5.302+	
	9.0.003+	
French	8.5.100+	
German	8.5.100+	
	8.5.304+	
Italian	8.5.100+	
Norwegian	8.5.302+	
Portuguese	8.5.100+	
Spanish	8.5.100+	
	8.5.304+	
Swedish	8.5.302+	
	8.5.304+	
Croatian	9.0.003+	
Romanian	9.0.003+	

For languages not listed in the table above, Genesys Knowledge Center provides a keyword-based search of the available knowledge articles.

Supported syntax for questions

Knowledge Center can handle both natural language queries (when you express your question in human language) as well as keyword-based queries.

Example queries:

Natural-language query: How to install Knowledge Center CMS?
Keyword query: install CMS

For languages that support natural-language techniques, you can use either query type. For languages that use a basic keyword search (those not listed in the table above), keyword queries provide favorable results compared to natural language queries. If necessary, decrease the “out-of-domain” limit to include results having lower confidence levels in the final result set.





How to configure the out-of-domain limit

The out-of-domain limit defines the minimum confidence level for a document to appear in the result set. It enables you to hide less relevant documents in search results. To change the out-of-domain limit, edit the option in the properties of your knowledge base.

- For instructions on how to configure the out-of-domain limit, see the Behavior Options section of the [Managing Knowledge Bases](#) topic, in the *Genesys Knowledge Center Help*.

The out-of-domain limits range from 0, representing 0% confidence, to 1, 100% confidence. The value 0.75 is considered a *magic value*. It corresponds to the exact match between the search term and the document, without proof of learning signals. Every learning signal (for example, positive relevancy feedback) improves it further.

The following table lists recommended out-of-domain limits:

Advanced Natural Language Processing Level	Out-of-domain value
None	0.20
	0.50
	0.46
	0.38
	0.35

For knowledge bases with multiple languages, you must set the out-of-domain limit to the lowest of the possible values. For example, if your knowledge base includes articles in both English and French, the recommended values 0.5 for English and 0.46 for French. The recommended value for the entire knowledge base is 0.46.