**Implementation - Restructuring Our Knowledgebase (Kayako)**

**What Is The Goal?**

1. Clients must be able to search the Knowledgebase easily and receive accurate results

**How Will Articles Be Setup?**

1. **NOW: Knowledgebase** Article– Explains “quick” support issue, typically a *text* based article
2. **FUTURE: Training** Article- Discusses the feature and how to use it; article consists of ***audio*** (voice only)**,** ***video*** (recorded video with sound) or ***text*** (.PDF)

**How Will The Keywords Be Used?**

1. **FUTURE:** All **Training** articles must contain a *minimum* of three keywords (listed below)

-***First*** *keyword* = RMEx or Dialer feature (ACat, “contact series”, “smart code”)  
-***Second*** *keyword* = training  
-***Third*** *keyword* = audio, video, text

1. **NOW**: Most Knowledgebase articles *do not* need keywords; the search functionality looks at all words in the content of the article
2. **NOW** RMEx/I-Tel features and keywords in articles *must* be consistent (spelling, hyphenation, no typos)

* Articles that need to be re-written or do not understand use keywords: **rewrite**
* Articles that are duplicates use the keyword: **rewritedup**

1. **\***Use *Boolean* search logic for query to narrow search results
   * + Searching for a feature with multiple words or a phrase, put quotes (“ “) around it   
       *Example*: “contact series” “smart code” “description codes”
2. ***Tab +*** (plus) will now be called ***Other Phones*** in all Quantrax communications, training, and support

**How Will This Be Implemented?**

1. Train all Support staff on how to edit/add articles based on restructured Knowledgebase (Each Support person will be responsible for a (topic) Category in the Knowledgebase (Q2 Support removing keywords, tagging documents)
2. **NOW**: Edit the article adding in *keywords* from [**Keywords List**](http://www.quantrax.com/kb/KyakoTrainSession/KeywordsList.pdf) and review for typos. Keywords are used only in *rare* instances where industry terms or abbreviations maybe used.
3. **FUTURE:** Delete duplicate articles within the category (Q2 Support to verify with U.S. Support author – they will not delete any articles)

**How Will Change Be Communicated To Client?**

* Make announcement about using Knowledgebase Search in Newsletter, add “Featured Headline” on *myquantrax.com* and modify the Client Kayako Home Page to show Search instructions/examples/ link to client Quick Reference Guide: [www.quantrax.com/kb/KyakoTrainSession/KayakInternalTrng/KbaseSearchQRG.pdf](http://www.quantrax.com/kb/KyakoTrainSession/KayakInternalTrng/KbaseSearchQRG.pdf)