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 <u>must</u> 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

2. **NOW**: Most Knowledgebase articles <u>do not</u> need keywords; the search functionality looks at all words in the content of the article

3. **NOW** RMEx/I-Tel features and keywords in articles <u>must</u> 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**

4. ***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"

5. ***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** and review for typos. Keywords are used only in <u>rare</u> 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

***See Client Quick Reference Guide for details