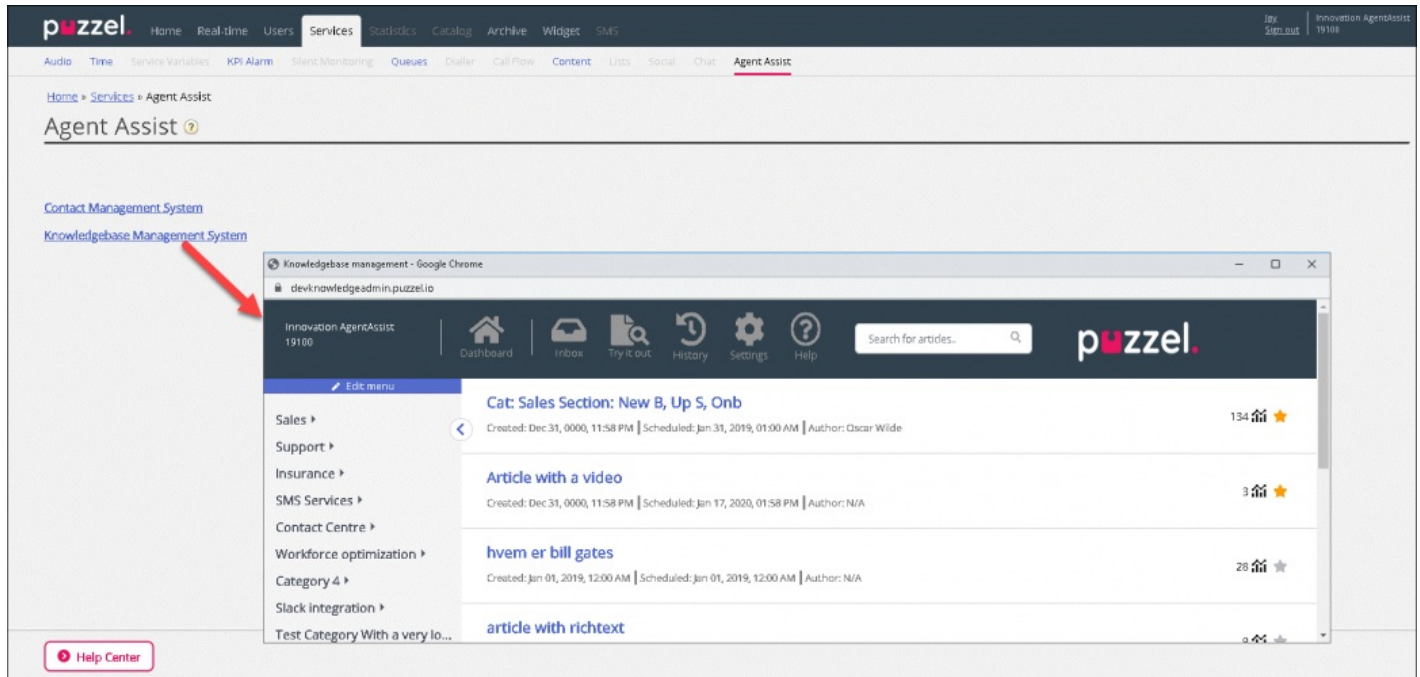


Agent Assist Knowledgebase Management System

You can access the Knowledgebase Management system from the Admin portal under *Services - Agent Assist* menu option. Please be aware that this is a paid service and needs to be configured for your solution before use.



The knowledgebase management system is a data storage hub, that contains articles about topics that are deemed relevant and useful for the agents while answering to the customer queries.

In the Knowledgebase Management system, you can:

- Create/edit the articles
- Delete the articles
- Categorize the articles
- Publish/unpublish the articles
- Rate the articles

Admins need to create relevant articles, group and tag them appropriately, so that it can be effectively analyzed [automatically served or manually searched] and used by the agents while on conversation with the customer or flipped through them using our Knowledgebase widget.