

# **Consumer facing Knowledgebase**

#### Note

Available from end of Q3 2022, Puzzel offers a Consumer/Public facing Knowlegebase as an addon product that allows you to select content for public access in your website.

### Authoring content for public access:

An access group property is available to allow you to mark content with PUBLIC and PRIVATE. You can choose to add one or both of these access groups. By default agents always have access to all content including the ones that are marked with PUBLIC only. However the consumer facing interface for Knowledgebase will only display content that is PUBLIC.

#### Mark categories and sections for Public access.

You can now select any category or section in the edit view and choose the access groups (PUBLIC, PRIVATE)

Innovation AgentAssist 19100	Dashboard Inbox Try It out Bot messages	Edit category	×	Search for articles. Q EN V	p <b>u</b> zzel.	
<ul> <li>Exit editing</li> </ul>	All Articles (38)	Name		Sort Articles 🗸	+ Article	
🗢 🗹 Sales 🔻	All Articles (58)	Sales		Sort Articles V	- Arucie	
🗢 🗹 Up sale	Article to test copy to clipboard with f					
New section name	Created: Oct 06, 2020, 07:57 AM Publish Date: Oct 06,	Access groups			🎇 🏣 🏣 21 🏠 🚖	
+ Add Section	Created: Oct 06, 2020, 07:57 AM [ Publish Date: Oct 06,	PUBLIC				
🖨 🗹 Support 🕨	Article with a video	Choose	>			
🖨 🗹 Insurance 🕨	Created: Dec 10, 2019, 01:58 PM Publish Date: Jan 17,				🎇 9 🏦 🚖	
C ISMS Services •		Cancel Save	2			
⊖ 🕼 Contact Centre >	article with richtext				<b>評</b> 第 29 前 🚖	

#### Mark articles for Public access.

In the edit view of an article, you can click the Map Access buttton to choose the access groups (PUBLIC, PRIVATE).



<b>1</b> Dash	nboard	Try it out Bot messages	Map Access	×
	Select Language		Access Groups: Choose	•
	How to get	a copy of the invo		ubmit Close
	+Tags Invoice	Private Copy Of Invoice	Invoice - Private Users Private Individuals Co	py Copies Pages Link
	For Private indivi	duals, copies of the invoice can b	e found on "my pages" by clicking this link http://puzzel. Visibility: Language:	combiling mvoides
	Rich text \$	Oct 12, 2020, 02:10 PM	Visible 🗮 EN	
	Author: Creat	ed: Oct 12, 2020, 02:11 PM	Modified: Jul 15, 2021, 10:20 AM by unknown	

# Setting up the consumer interface in your web page:

#### **Option 1: With Digital Engagement**

The Consumer Facing knowledgbase banners shall be installed in your account by the Puzzel implementation organisation. Verify that there are banners available in your account that starts with Knowledgebase

List	of banners for working site	
	Q kn	
#	Name 👻	Template
1	Knowledgebase	Dooreye
2	Knowledgebase	Takeover

- Configuring styling If needed adjust the wording and the styling if the banners using the Banner editor
- · Configuring engagement rules
  - Use the "Solutions" meny to create a Knowledge base solution
  - Use the "Opportunities" menu to define where on your website to expose the knowledge base
- If needed open Account Customer JavaScript to adjust default search parameters when the solutions are activated. For example under "Check out" section of your web page use default search term for "check out". Example:

• /\*\*\*\*\*\* Start of Knowledgebase

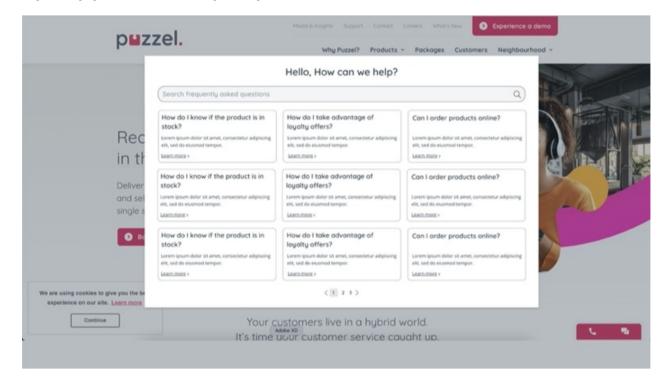


\*/

var defaultKeyWord = 'Loan'; var defaultLimit = '50'; var recordsPerPage = 15; var backButton = 'Back'; var baseURL = "https://kb-bankdemo-onepuzzeldemo.psplugin.com/article/search?text=";

#### Sample rendering of the consumer knowledgebase

Digital Engagement client with large listing of articles



Digital Engagement client with small version of knowledgebase article embedded in a proactive chat banner



•	~				
Search frequently asked questions	Q				
How do I know if the product is in stock?	>				
Can I order products online?	>				
How do I take advantage of loyalty offers?					
How do I take advantage of loyalty > offers?					
Can I order products online?	>)				
< 1 2 3	>				
The chat is busy					
Right now there are many who want to chat with us.					
You are welcome to try again later or seek your answer above.					
The chat is open: Monday to Friday 08: 00-17: 00					

## **Option 2: Other Puzzel Customers (without Digital Engagement)**

- Puzzel implementation team will provide default JavaScript and HTML templates that you can embedd in your webpage
- Adapt the HTML to your needs and adjust the JavaScript to match your default search terms
- Apply the CSS in line with your organisation's design guidelines