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Genesys Dialog Engine User Guide

Adding Knowledge to your bot

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Add predefined questions and answers to your bot allowing it to understand and respond to conversations.

What is Knowledge?

Dialog Engine allows using a set of predefined questions and answers or FAQs to respond to queries. Knowledge is stored in a Comma Separated Value file, or a CSV file. Dialog Engine parses this imported knowledge file and searches semantically for matching FAQ results to queries.

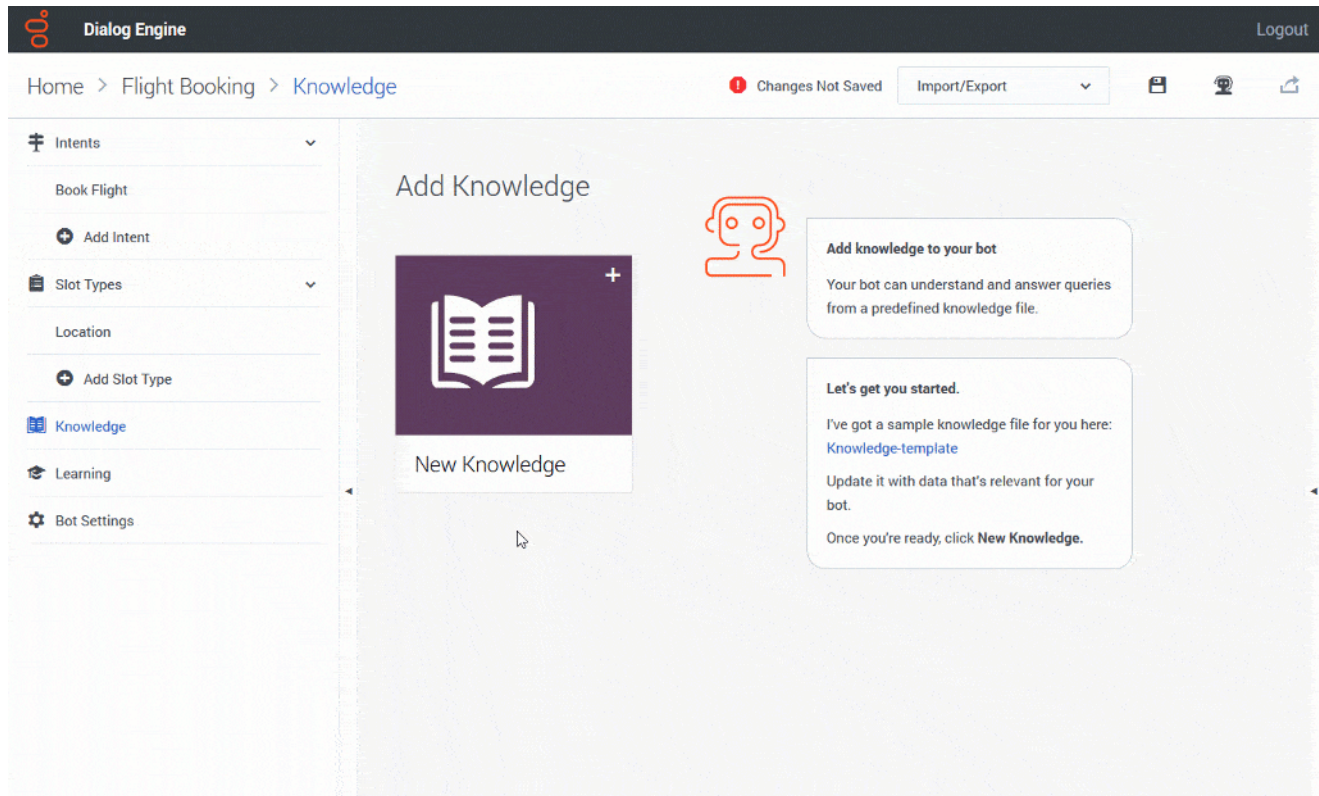
Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

You can create a bot that relies on this knowledge to answer queries. These bots are called **Knowledge Bots**.

Tip

How to write a good FAQ has some valuable tips on writing some good questions and answers for your FAQ.

Import Knowledge



- Click **New Knowledge**.
- Enter a name to identify the knowledge.
- Select the knowledge file to be imported.
- Click **Create** after the knowledge file is uploaded.

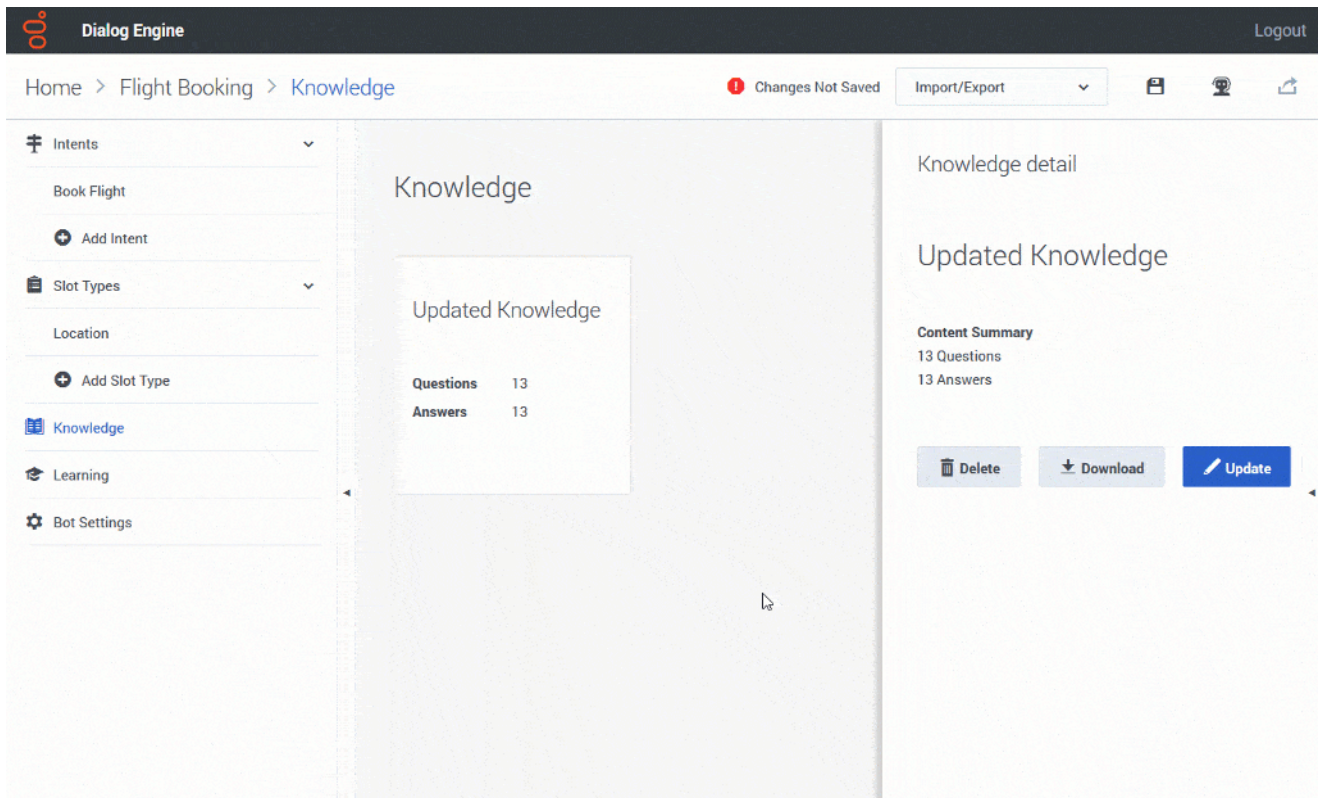
The information in the knowledge is updated and the Knowledge page displays the knowledge name and the number of questions and answers that were imported.

Update Knowledge

The screenshot shows the Dialog Engine interface for managing knowledge. The top navigation bar includes the Dialog Engine logo, the text "Dialog Engine", and a "Logout" link. Below the navigation bar, the breadcrumb path is "Home > Flight Booking > Knowledge". To the right of the breadcrumb is an "Import/Export" dropdown menu and three icons: a save icon, a refresh icon, and a share icon. On the left side, there is a sidebar menu with the following items: "Intents" (with a dropdown arrow), "Book Flight", "Add Intent" (with a plus icon), "Slot Types" (with a dropdown arrow), "Location", "Add Slot Type" (with a plus icon), "Knowledge" (highlighted in blue), "Learning", and "Bot Settings". The main content area is titled "Knowledge" and displays a "Sample Knowledge" card. The card shows a table with two rows: "Questions" with a value of 6, and "Answers" with a value of 6. On the right side, there is a "Knowledge detail" section with a "Sample Knowledge" heading. Below this heading is a "Content Summary" section showing "6 Questions" and "6 Answers". At the bottom of the right section, there are three buttons: "Delete" (with a trash icon), "Download" (with a download icon), and "Update" (with a pencil icon).

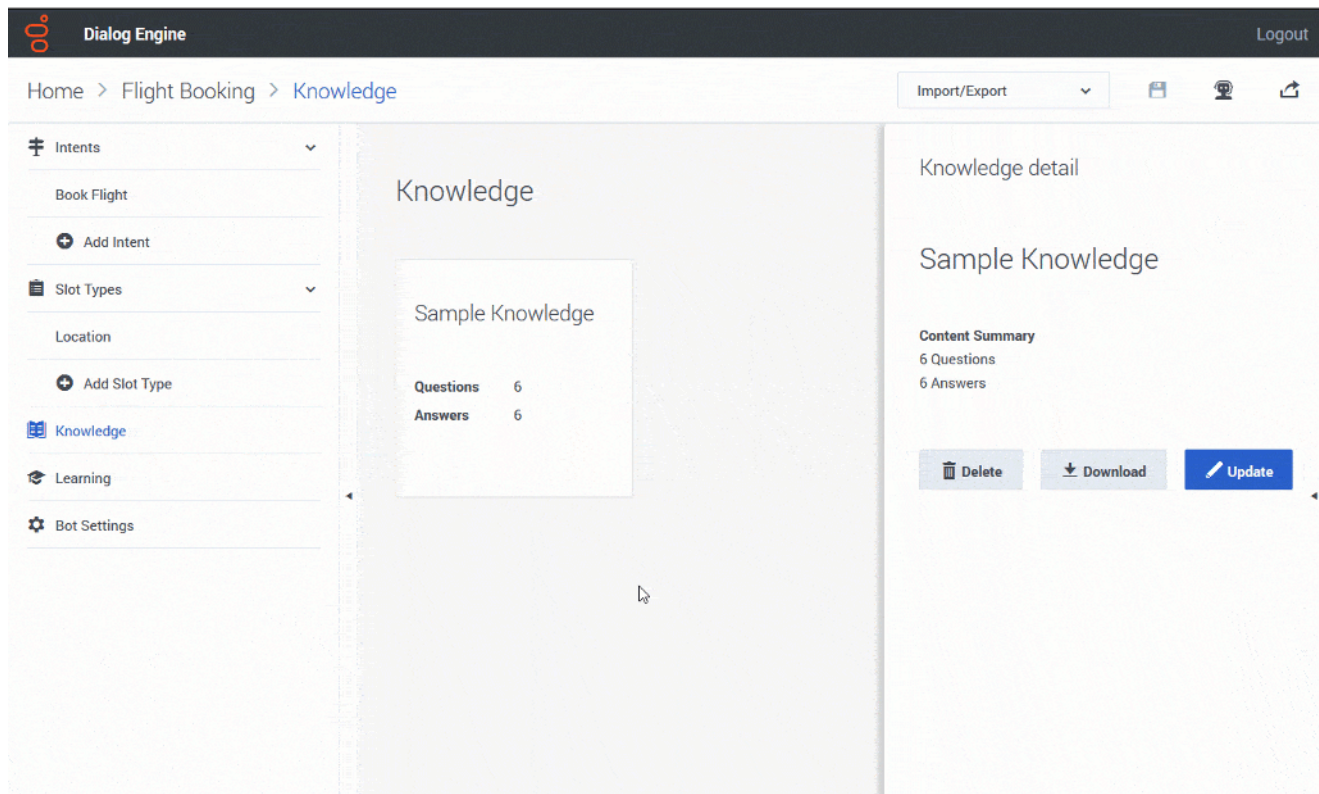
To update an existing knowledge file, click **Update** and import the latest knowledge file.

Download Knowledge



To download the current knowledge as a CSV file, click **Download**.

Delete Knowledge



- Click **Delete** in the right pane and click **Delete** in the confirmation dialog.

Knowledge Bots

[Link to video](#)

Knowledge Bots do not require creating intents and utterances. You can update these bots by uploading a newer set of knowledge files.