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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.

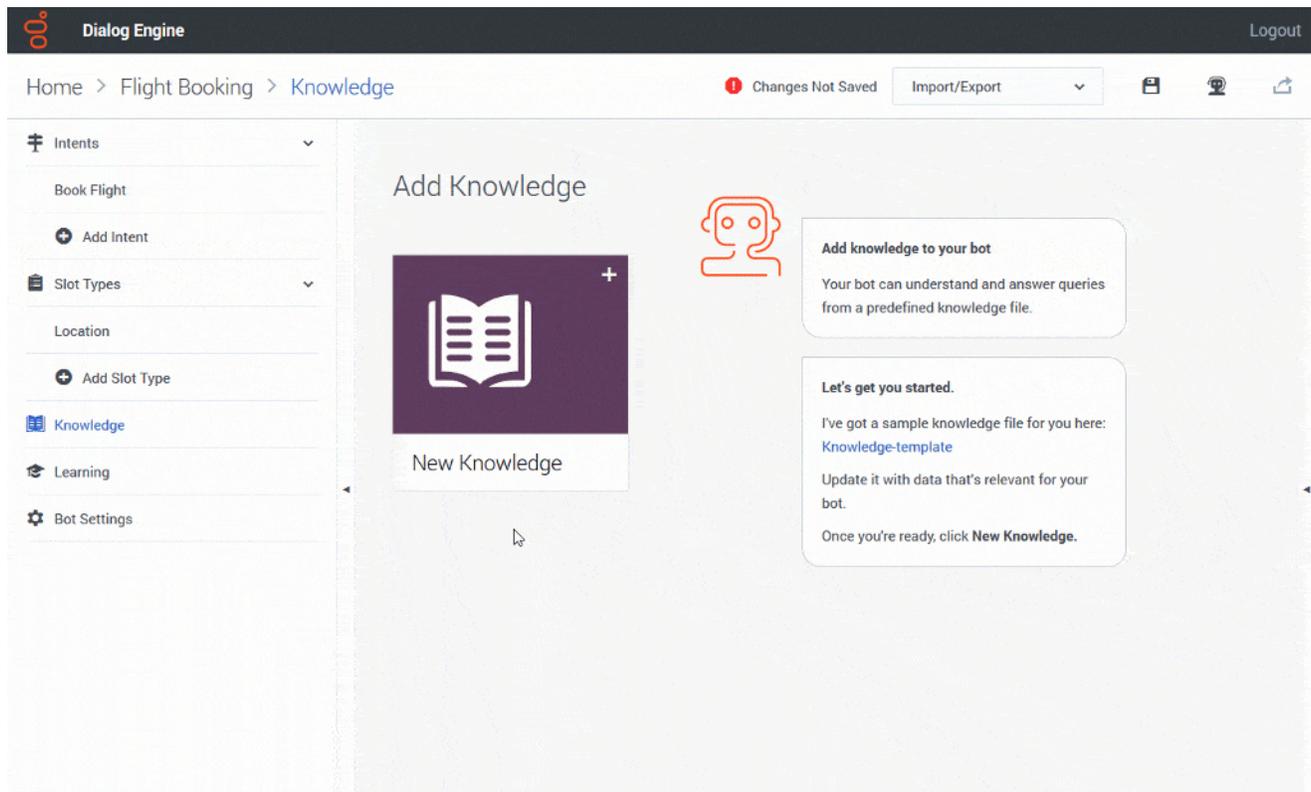
Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

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

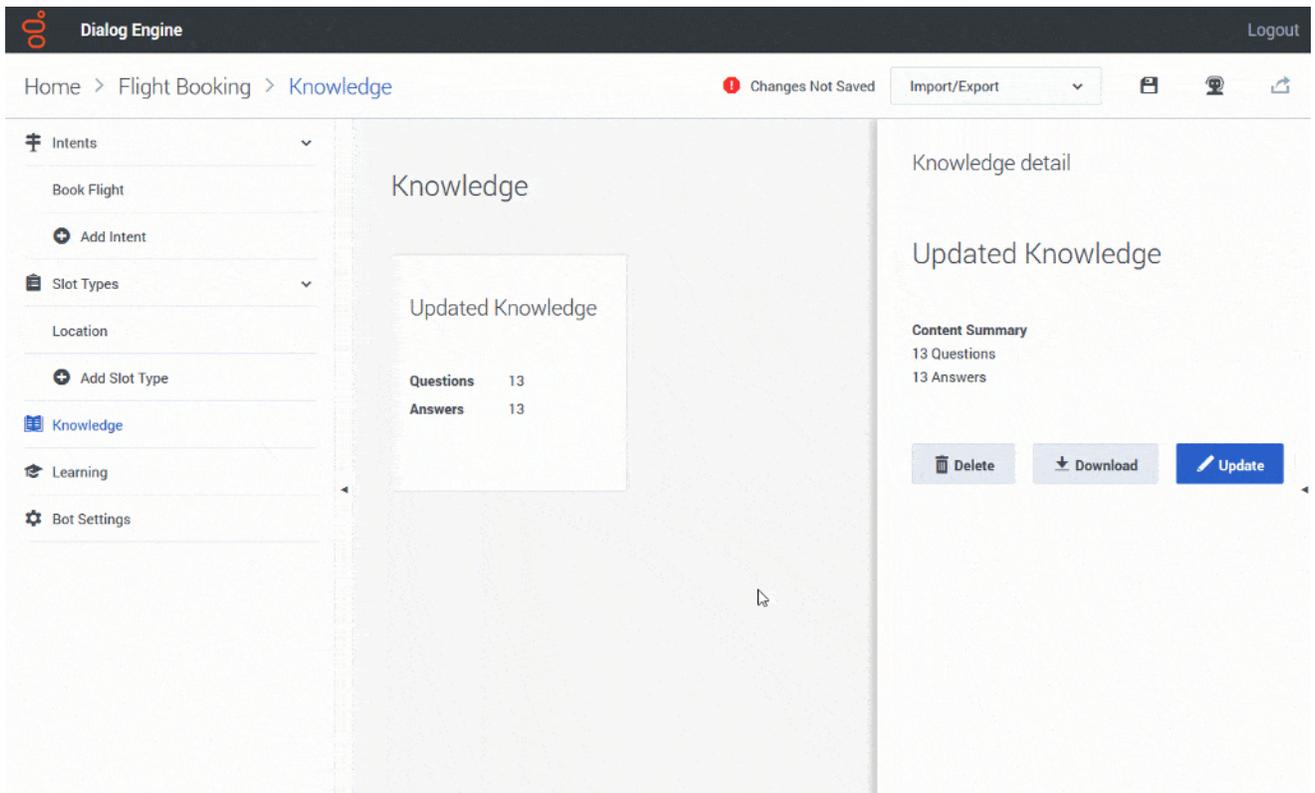
The screenshot shows the Dialog Engine Knowledge management interface. The top navigation bar includes the Dialog Engine logo, the text "Dialog Engine", and a "Logout" link. Below the navigation bar, the breadcrumb path is "Home > Flight Booking > Knowledge". A dropdown menu for "Import/Export" is visible, along with icons for file operations. The main content area is divided into three sections:

- Left Sidebar:** Contains navigation options: "Intents" (with a dropdown arrow), "Book Flight", "Add Intent", "Slot Types" (with a dropdown arrow), "Location", "Add Slot Type", "Knowledge" (highlighted in blue), "Learning", and "Bot Settings".
- Center Panel:** Titled "Knowledge", it displays a "Sample Knowledge" card with a table:

Questions	6
Answers	6
- Right Panel:** Titled "Knowledge detail", it shows "Sample Knowledge" and a "Content Summary" section with "6 Questions" and "6 Answers". At the bottom of this panel are three buttons: "Delete", "Download", and "Update".

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

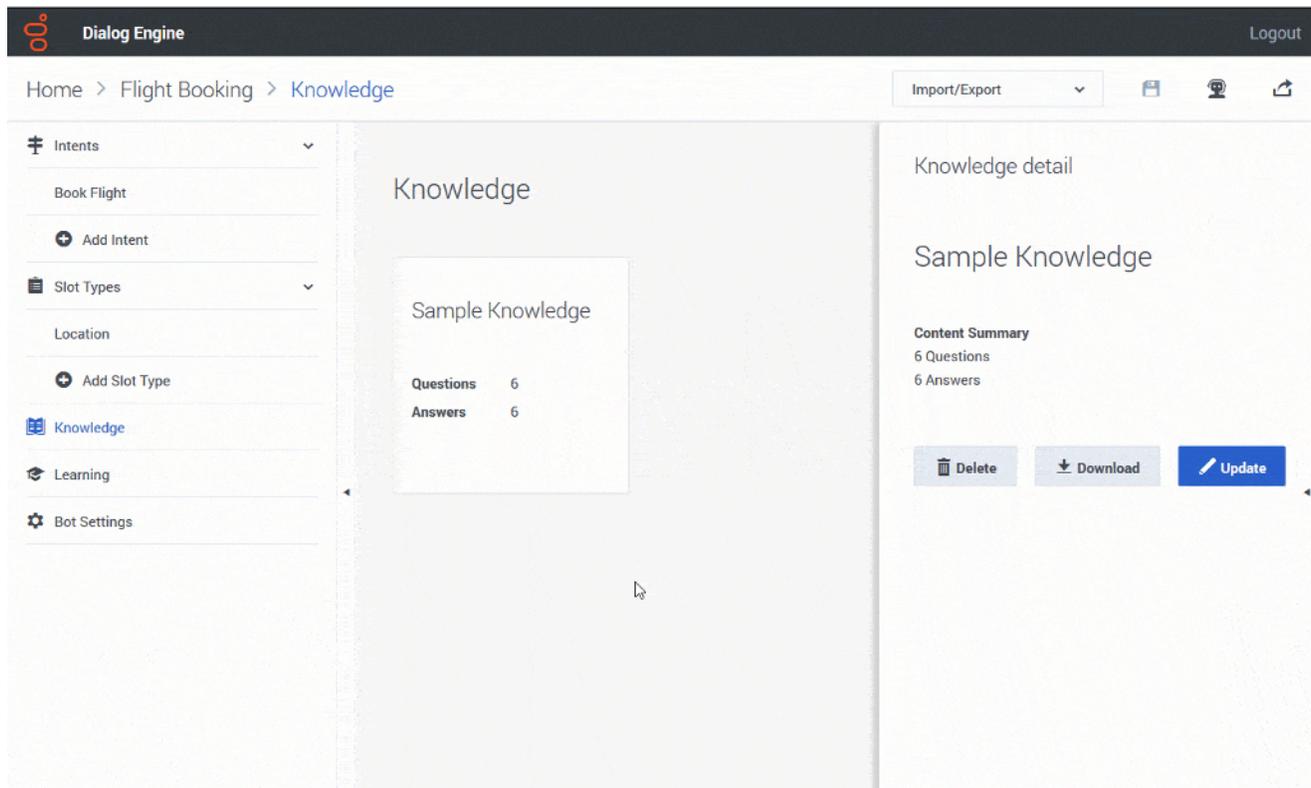
## Download Knowledge



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

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## 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.