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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.

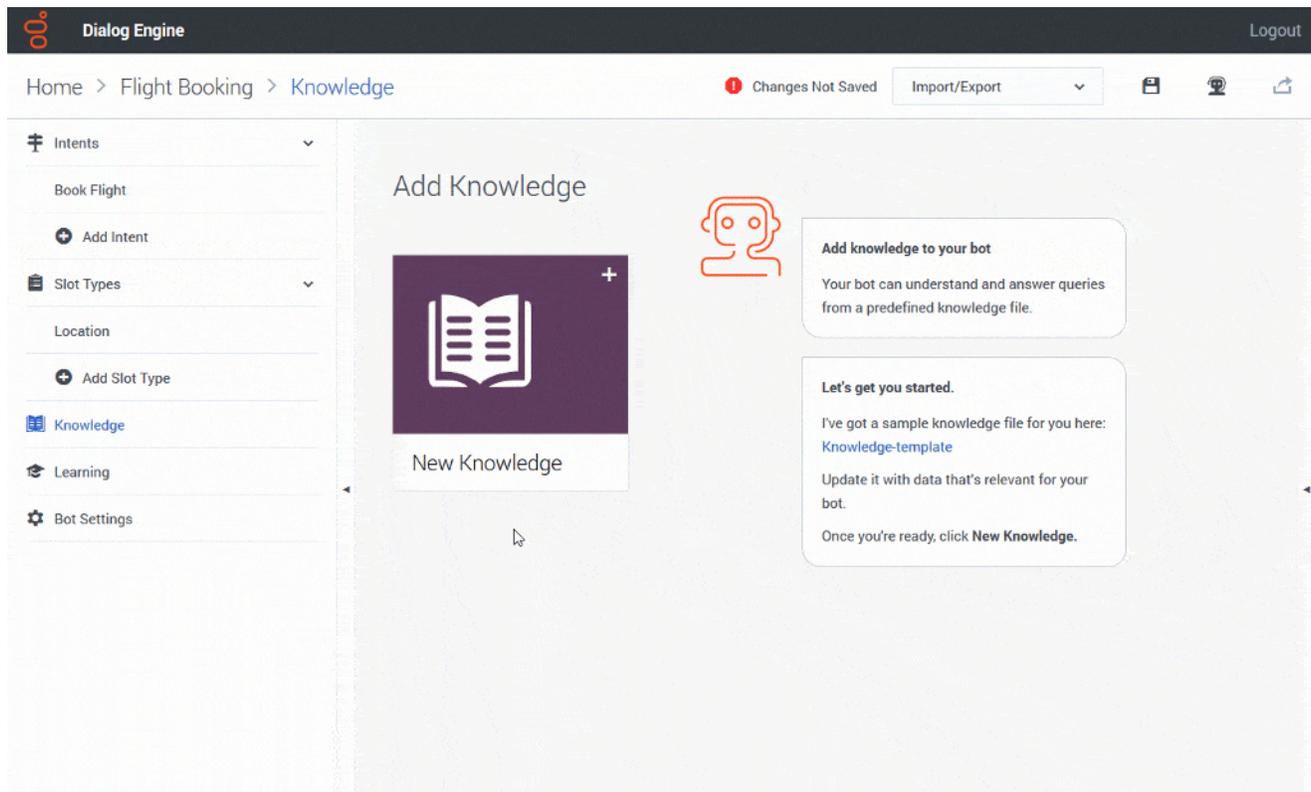
Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

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.

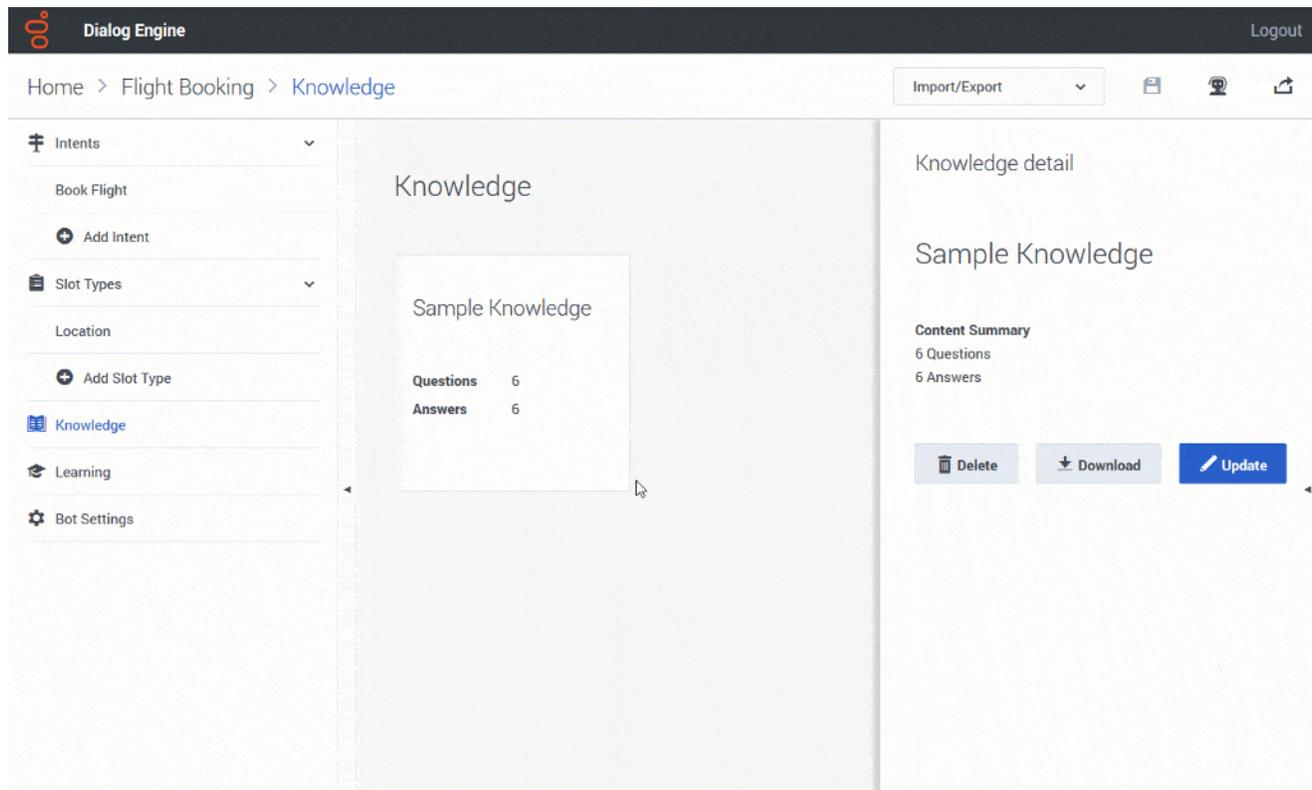
Import Knowledge



- 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.

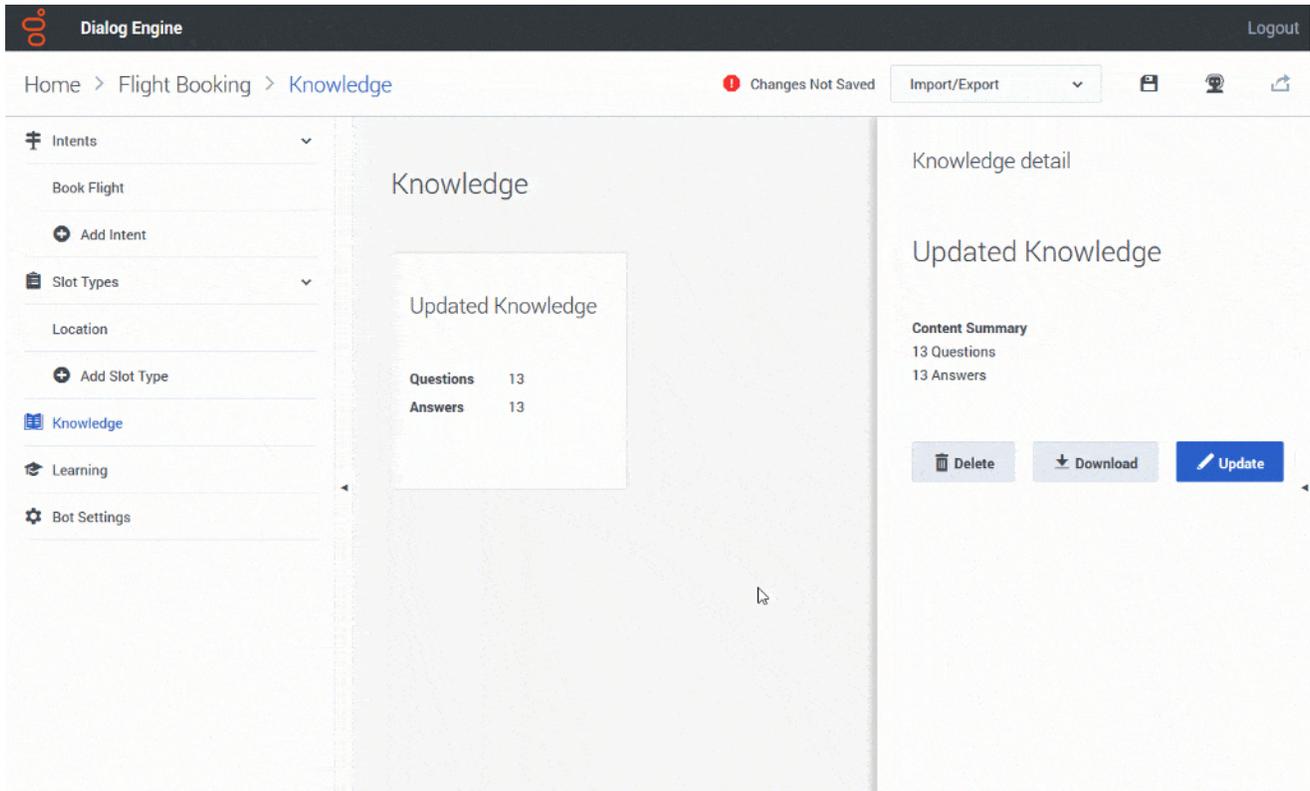
The information in the knowledge is updated and the Knowledge page displays the knowledge name and the number of questions and answers that were imported.

Update Knowledge



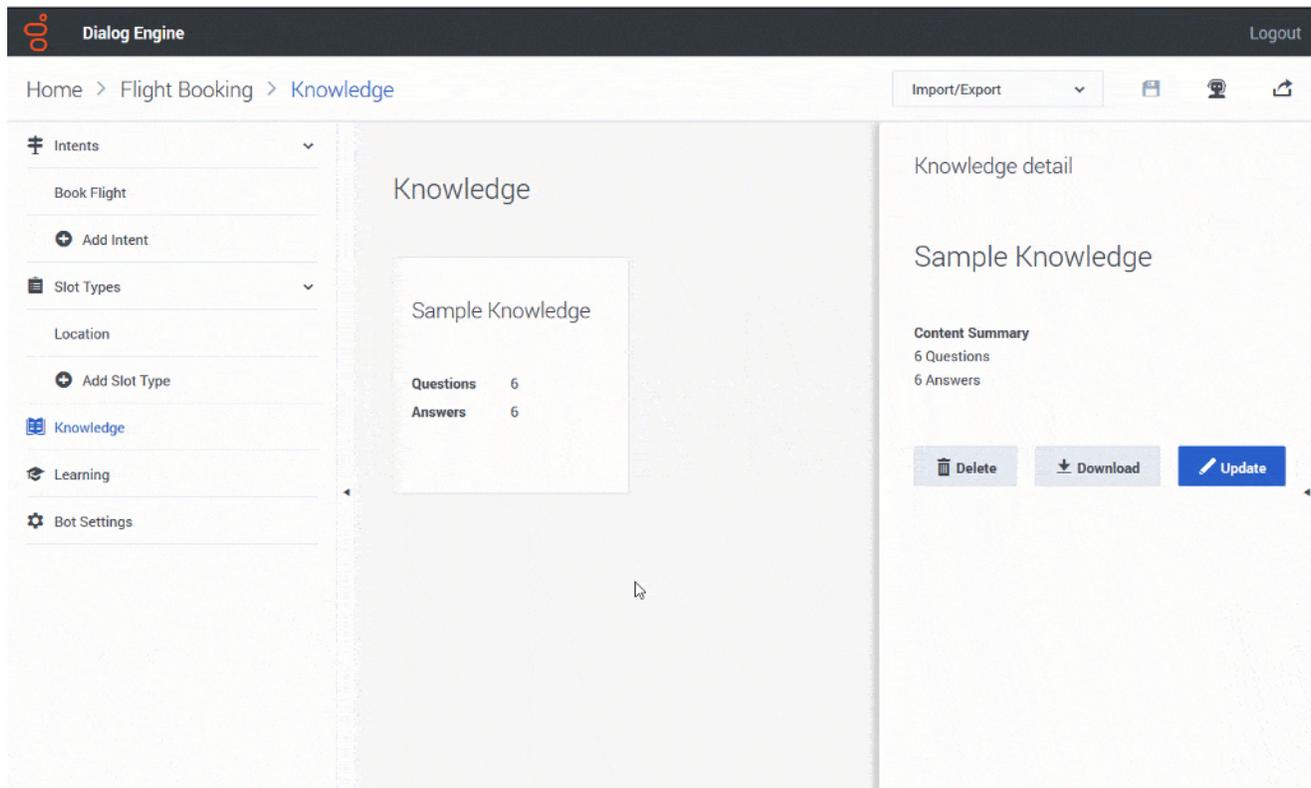
To update an existing knowledge file, click **Update** and import the latest knowledge file.

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.