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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.

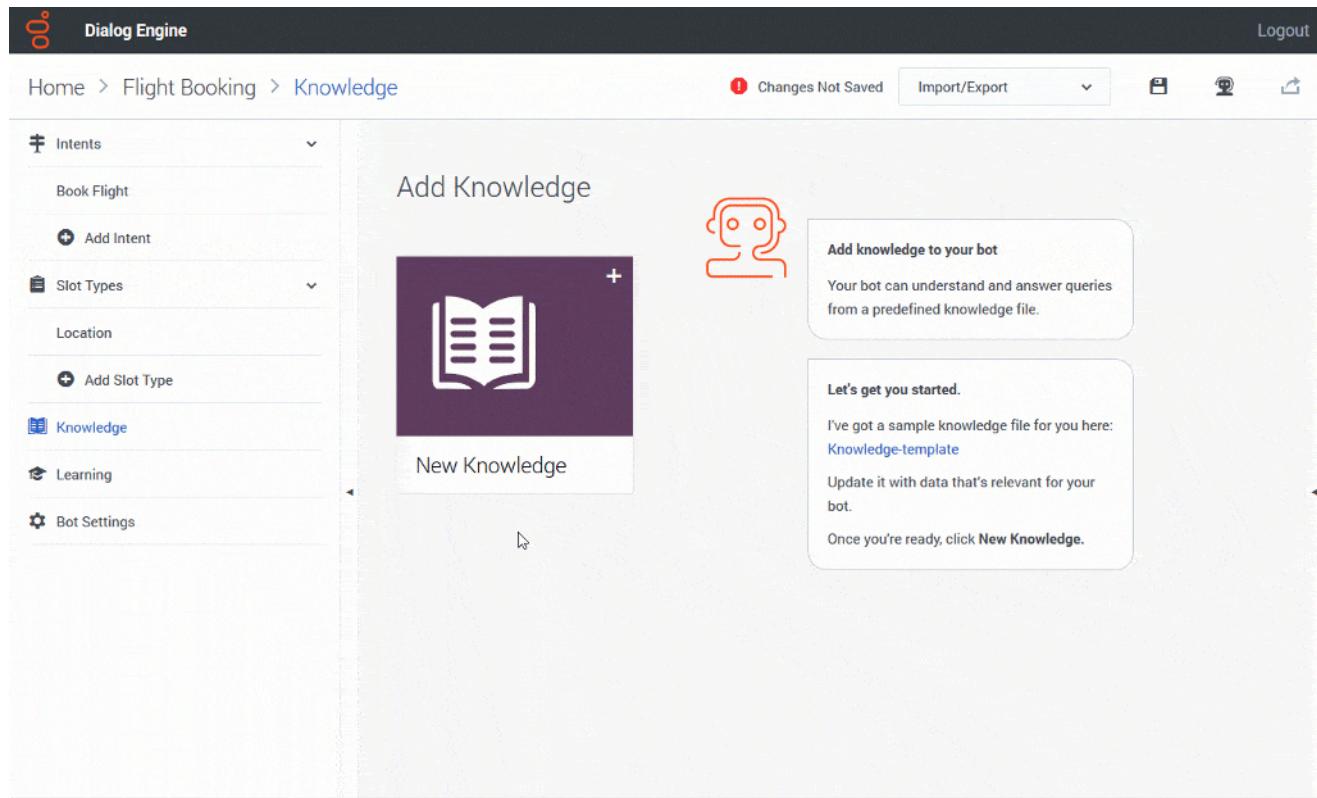
Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

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



The screenshot shows the 'Add Knowledge' page in the Dialog Engine. The left sidebar includes 'Intents', 'Slot Types', 'Knowledge' (selected), 'Learning', and 'Bot Settings'. The main area is titled 'Add Knowledge' with a 'New Knowledge' button. A sidebar on the right explains how to add knowledge to a bot using a sample template.

- 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 with the following details:

- Header:** Dialog Engine, Logout
- Breadcrumbs:** Home > Flight Booking > Knowledge
- Left Sidebar:** Intents (Book Flight, Add Intent), Slot Types (Location, Add Slot Type), Knowledge (selected), Learning, Bot Settings.
- Middle Section:** Knowledge detail for Sample Knowledge. It shows 6 Questions and 6 Answers.
- Right Section:** Sample Knowledge content summary (6 Questions, 6 Answers) with buttons for Delete, Download, and Update (highlighted in blue).

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

Download Knowledge

Dialog Engine

Logout

Home > Flight Booking > Knowledge

Changes Not Saved

Import/Export

Intents

Book Flight

Add Intent

Slot Types

Location

Add Slot Type

Knowledge

Learning

Bot Settings

Knowledge

Updated Knowledge

Questions 13

Answers 13

Content Summary

13 Questions

13 Answers

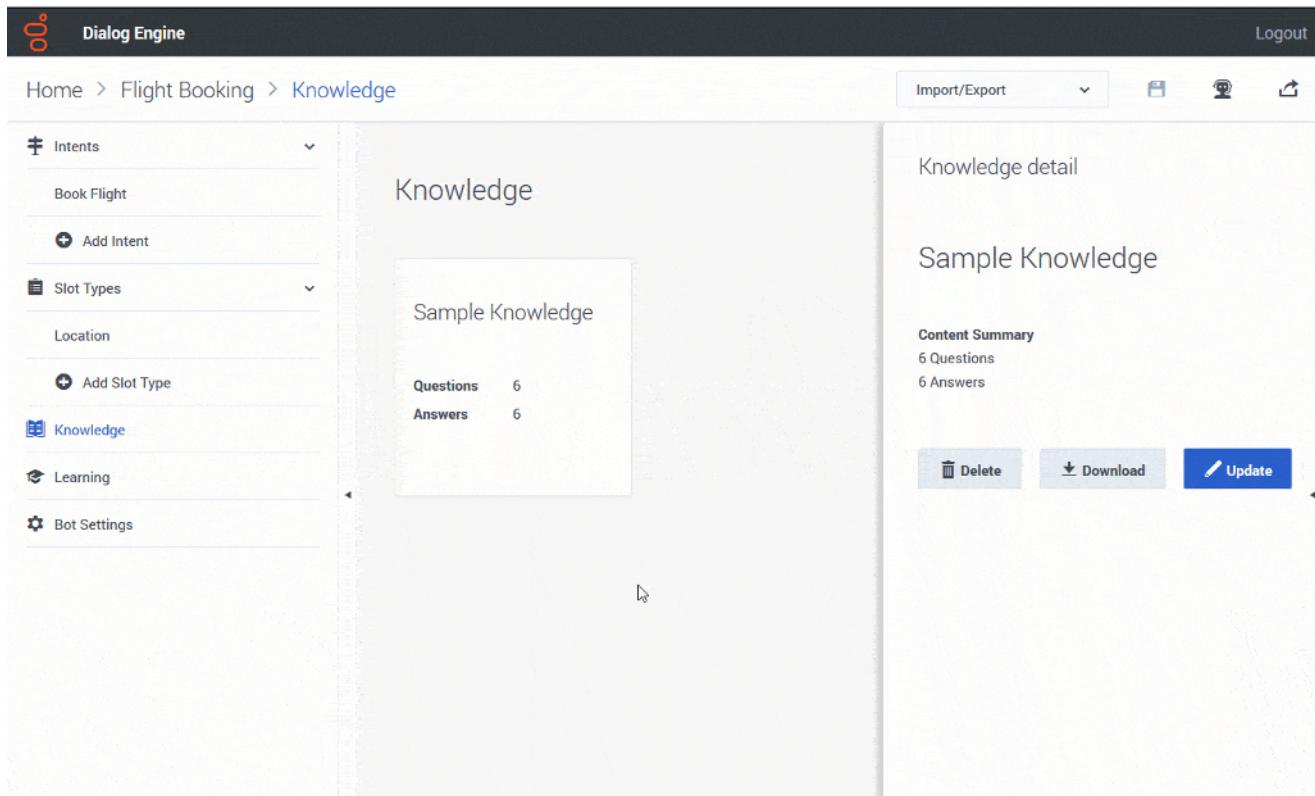
Delete

Download

Update

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

Delete Knowledge



The screenshot shows the Dialog Engine interface. The left sidebar has the following navigation items:

- Intents
- Slot Types
- Knowledge** (selected)
- Learning
- Bot Settings

The main area displays the "Knowledge" section. A card for "Sample Knowledge" is shown, indicating 6 Questions and 6 Answers. The right pane is titled "Knowledge detail" and contains a "Content Summary" section showing 6 Questions and 6 Answers. It also features three buttons: "Delete", "Download", and "Update".

- 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.