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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.

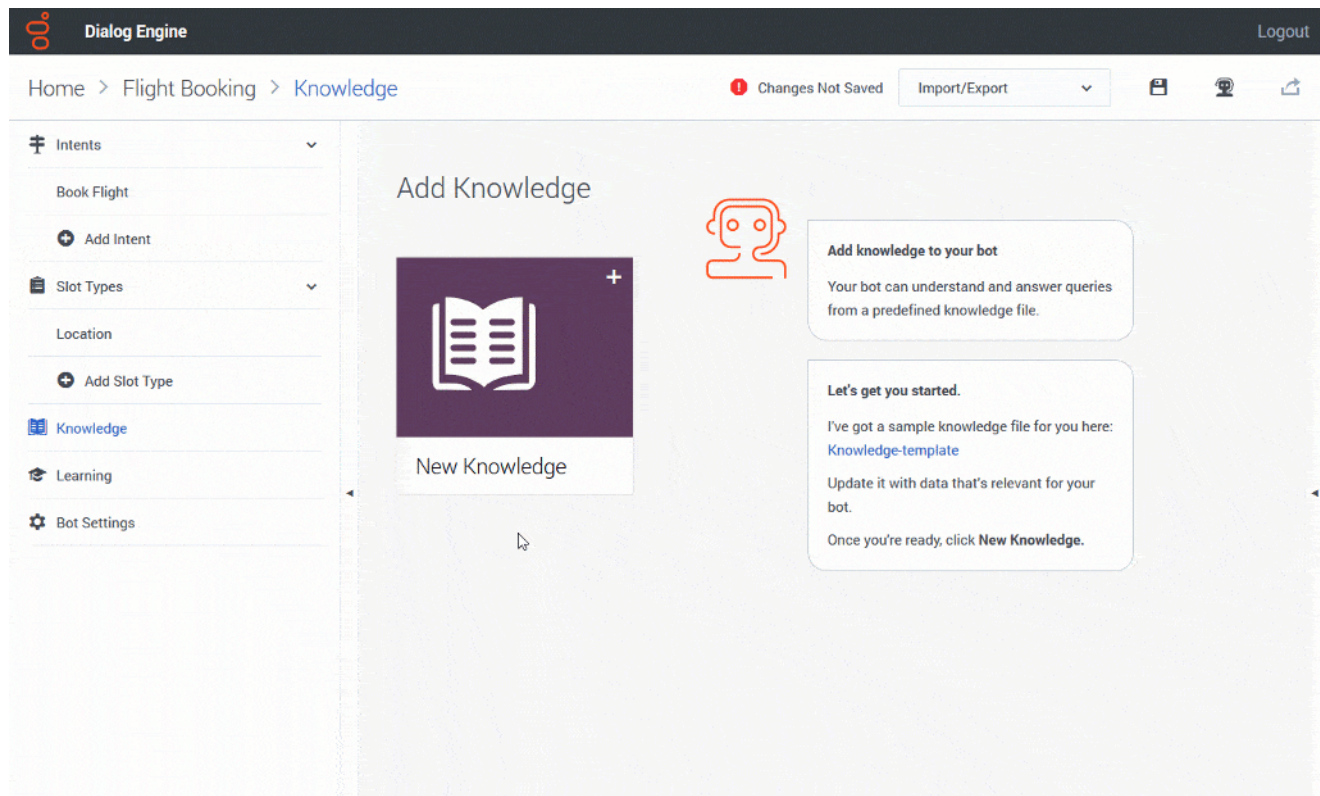
Dialog Engine includes a sample knowledge file that can be used as a template to build a knowledge base. Once imported, Dialog Engine will use the information in the knowledge base to respond to questions.

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 with the 'Knowledge' section selected. The left sidebar contains navigation options: Intents (Book Flight, Add Intent), Slot Types (Location, Add Slot Type), Knowledge (selected), Learning, and Bot Settings. The main area displays 'Knowledge' with a 'Sample Knowledge' box showing 6 Questions and 6 Answers. The right sidebar shows 'Knowledge detail' and 'Sample Knowledge' with a 'Content Summary' of 6 Questions and 6 Answers. At the bottom right, there are three buttons: 'Delete', 'Download', and 'Update'.

Dialog Engine Logout

Home > Flight Booking > Knowledge Import/Export Save Help Share

Intents ▼

- Book Flight
- + Add Intent

Slot Types ▼

- Location
- + Add Slot Type

Knowledge

Learning

Bot Settings

Knowledge

Sample Knowledge

Questions	6
Answers	6

Knowledge detail

Sample Knowledge

Content Summary

- 6 Questions
- 6 Answers

Delete Download Update

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

Knowledge detail

Updated Knowledge

Content Summary

13 Questions

13 Answers

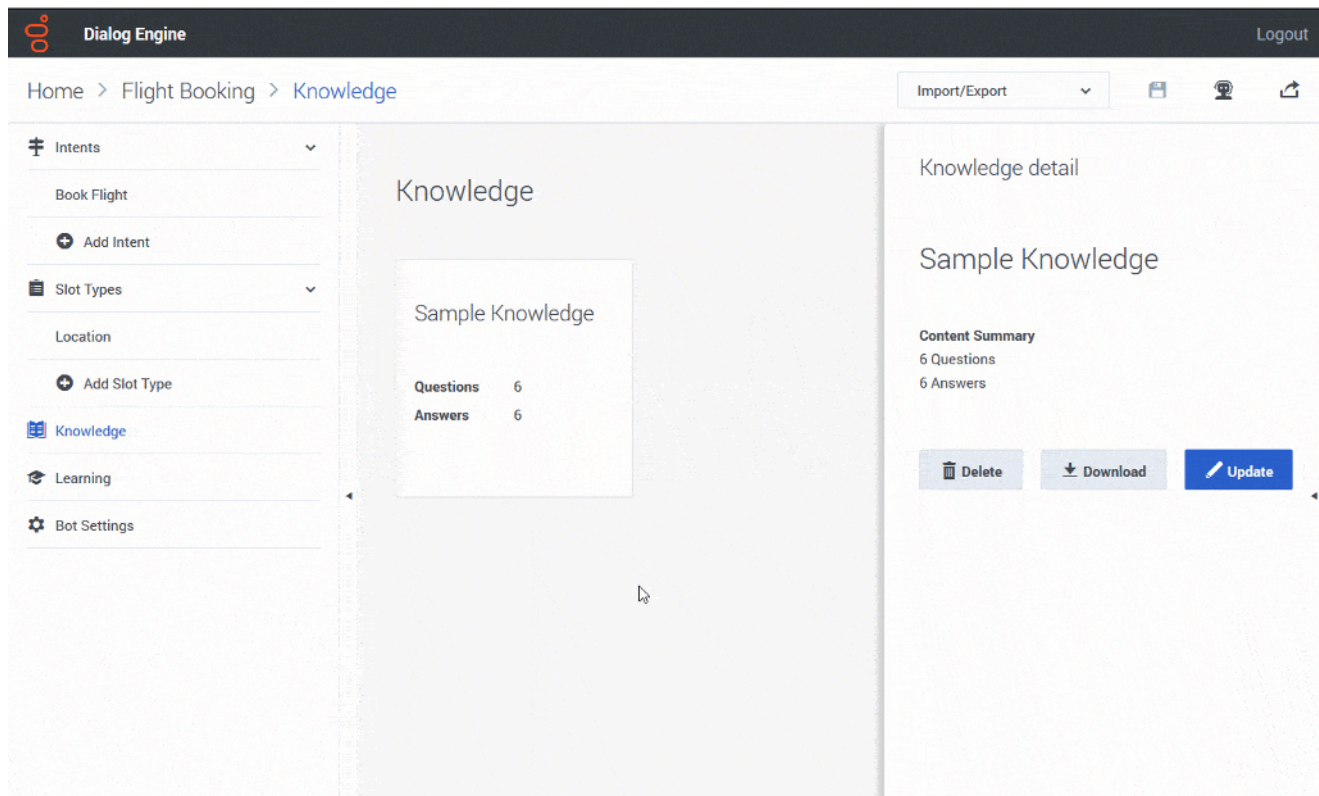
Delete

Download

Update

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.