

2.1 How to set up a Knowledge Bot

Step 1

Select the source from which to import the data that will be inserted into the Knowledge Bot stream. You can choose between: import from file, database, external systems or saved records.

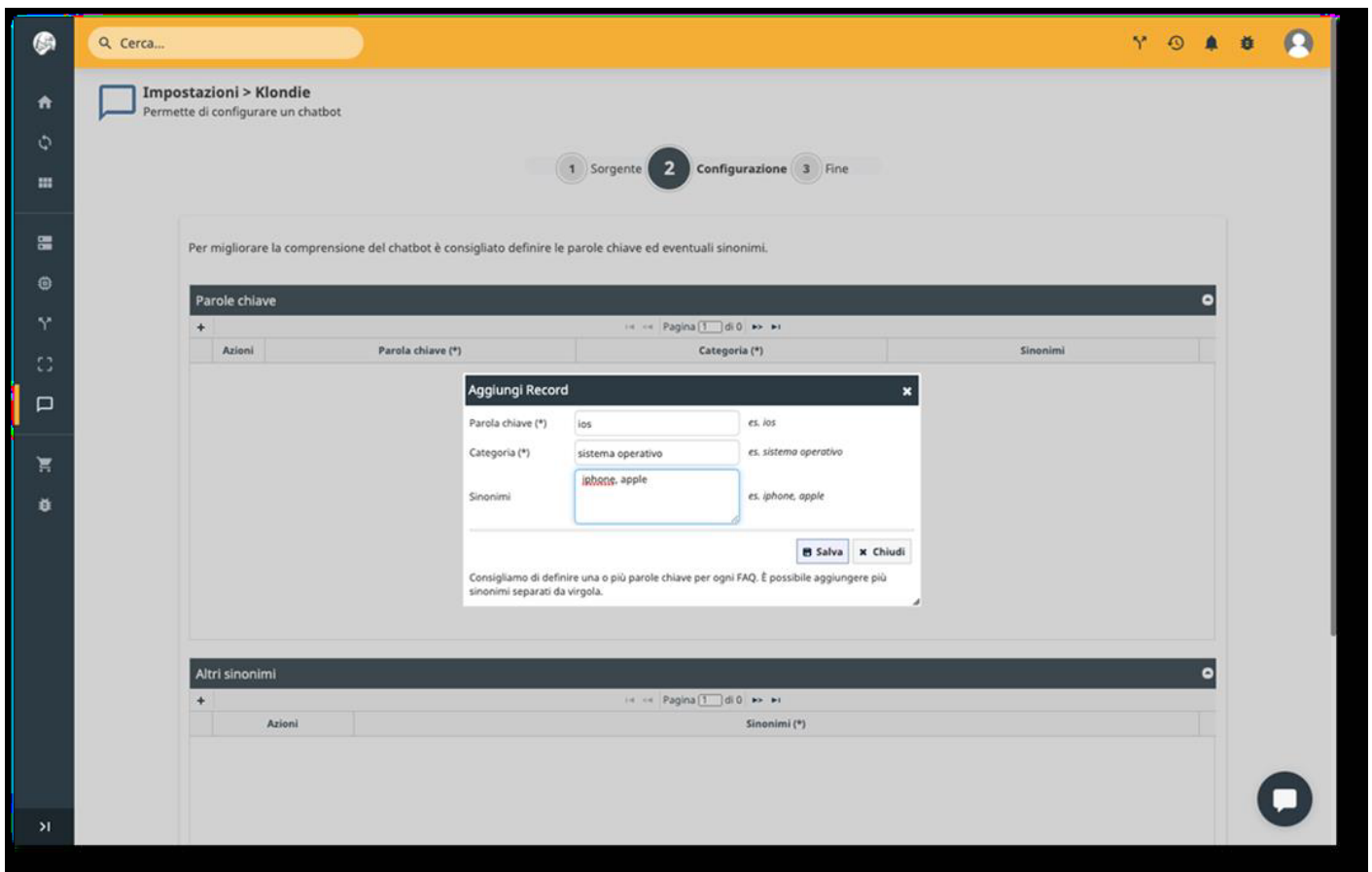
The screenshot shows the 'Impostazioni > Klondike' settings page. The main heading is 'Impostazioni > Klondike' with the subtitle 'Permette di configurare un chatbot'. A progress bar at the top indicates three steps: 1. Sorgente (active), 2. Configurazione, and 3. Fine. The 'Sorgente' step contains the following options:

- Seleziona la lingua del tuo chatbot: IT Italiano (dropdown menu)
- Quindi configura una nuova fonte esterna:
 - ☒ importa da un file
 - ☐ configura le importazioni dati automatizzate da fonti esterne
 - ☐ configura sistemi esterni per la sincronizzazione dei dati
- oppure utilizza i record già caricati nello schema Faq:
 - ☐ utilizza tutti i record salvati
 - ☐ utilizza i record di un filtro specifico (dropdown menu showing 'Tutti')
- Seleziona un File
 - Scegli file (button) Nessun file selezionato
 - Formati supportati: .CSV, .VCF

At the bottom of the configuration area are two buttons: 'ANNULLA' (red) and 'AVANTI >' (green). The footer of the interface shows 'Klondike 20.04.1' on the left and '© 2008-2022 vtenext.com | Licenza' on the right.

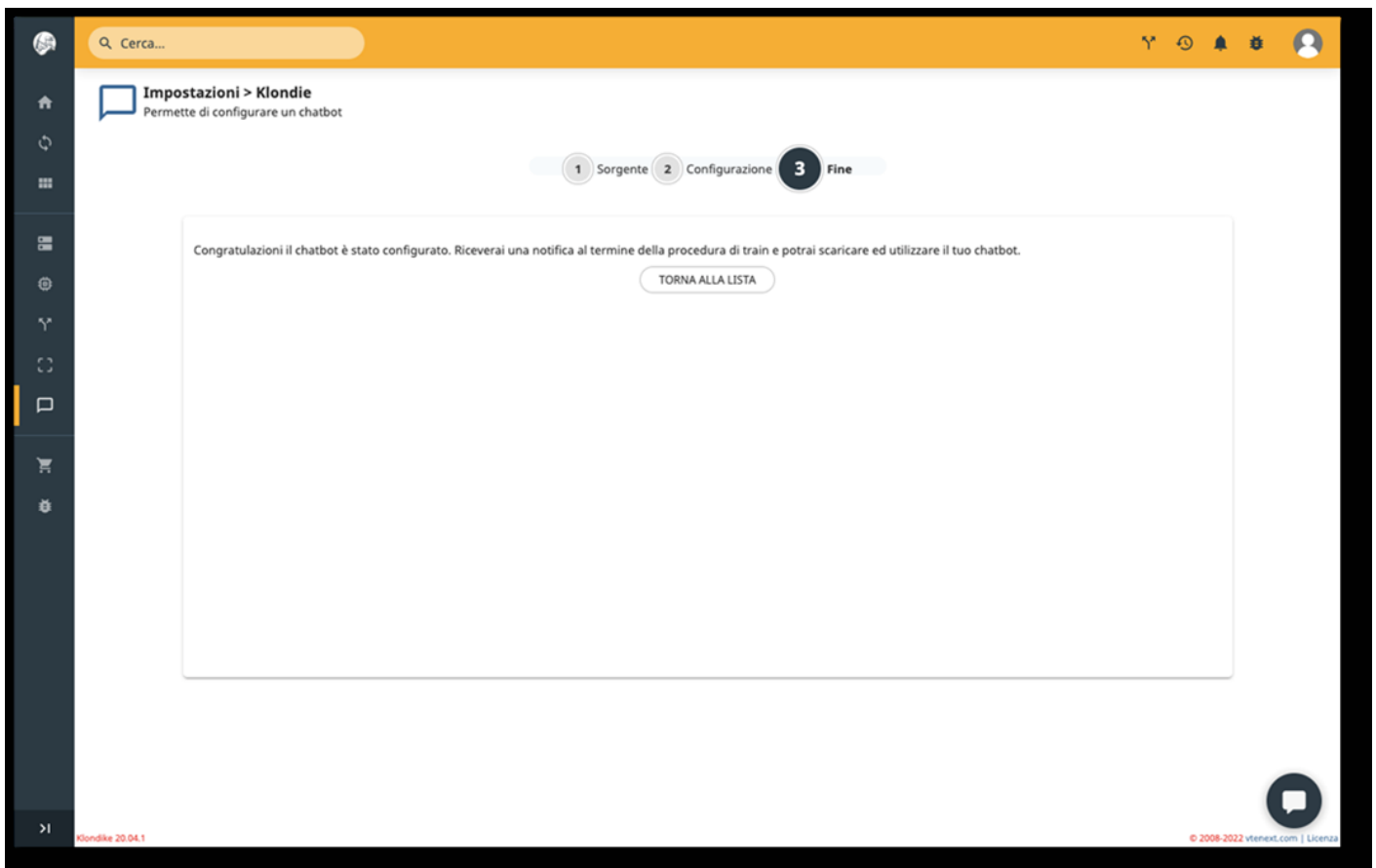
Step 2

At this point you will have to configure some records such as keywords, category and synonyms.



Step 3

Once you have completed all the necessary steps, wait for the Chatbot's completion notification.



Step 4

Once the Chatbot is configured, you will be able to preview and then download it directly from your Klondike installation.



Knowledge Bots improve productivity and business efficiency. In fact, employees are freed from providing the same answers to similar questions, thus being able to concentrate on other high value-added activities.

By quickly helping users who need to get a quick answer to their question, customer service will be improved and there will be a considerable saving of time both for those asking the questions and for those providing the answer.

What are the benefits of a Knowledge Bot?

- Optimization and autonomy in response times, thanks to a service available 24/7, and increased response rate.
- Direct interaction with users, who will feel more involved and satisfied.
- Improved customer satisfaction thanks to quick answers to their questions.
- Personalized corporate communication with users who will develop a form of loyalty with the brand.
- Save time and money by automating common questions.
- Increased sales, with customers following a natural path to conversion.
- Multilingual support which will increase your potential customer base.

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