

**RIGHT**  
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**S U M M I T 0 9**

# **ADVANCED KNOWLEDGE BASE**

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**Manager - RightNow Service UI**



# Advanced KB Concepts

## Agenda

- ▶ Multiple Interfaces
- ▶ Multiple Languages
- ▶ Report Usage and Tuning
- ▶ Workspace User Interface Controls
- ▶ Complex Business Processes
- ▶ Open Discussion

# Multiple Interfaces

- ▶ Why have multiple interfaces?
  - Branding
  - Segmenting Users
  - Internal vs. External
  - Languages
  - Other ?

# Multiple Interfaces

- ▶ **Using Privileged Access** (a.k.a. Answer Access)
  - Visible = End-User Accessible
  - Configuration Setting - ANS\_PRIV\_ENABLED
  - Service Level Agreements
  - Side Note: Help access deprecated
    - No more olh\_XXX.php as of version February 2010

# Multiple Interfaces

## ► Answer Access

- By Languages
- Visibility = End User Access

**Answer Access Levels - Edit**

Name: Gold Languages

Visibility

willie98	<input type="checkbox"/>
willie98_2	<input checked="" type="checkbox"/>
willie98_3	<input type="checkbox"/>
willie98_4	<input type="checkbox"/>

Save Cancel

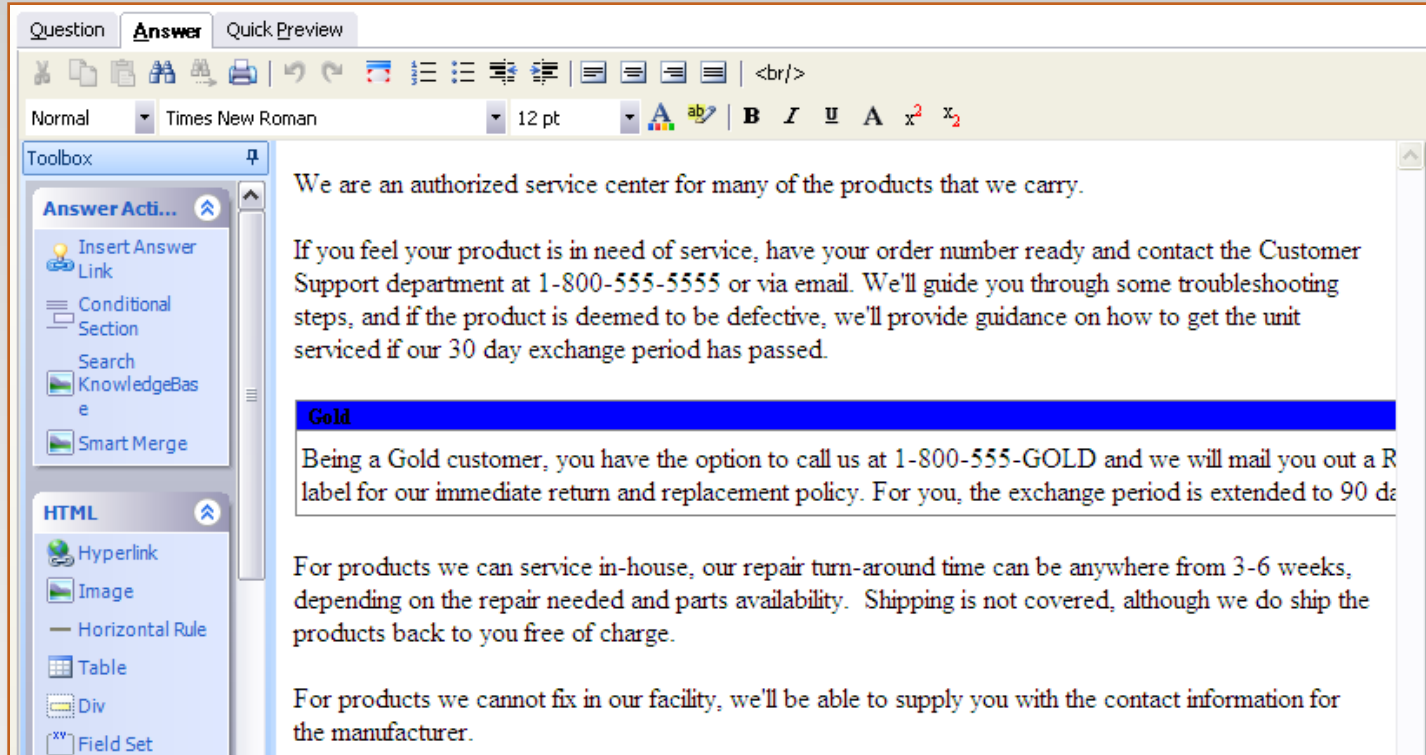
**Define "Gold" in different languages**

**Visibility means End User visible. Must control usage with SLAs**

# Multiple Interfaces

## ► Conditional Sections

- Managing answers: One vs. Many



The screenshot displays a rich text editor interface with a toolbar at the top containing various editing tools like bold, italic, underline, and text color. Below the toolbar, the text area contains several paragraphs of text. A blue highlight is applied to the word "Gold" in the second paragraph, indicating a conditional section. The left sidebar shows a "Toolbox" with options like "Insert Answer Link", "Conditional Section", "Search KnowledgeBase", "Smart Merge", "Hyperlink", "Image", "Horizontal Rule", "Table", "Div", and "Field Set".

Question **Answer** Quick Preview

Normal Times New Roman 12 pt

**Answer Acti...**

- Insert Answer Link
- Conditional Section
- Search KnowledgeBase
- Smart Merge

**HTML**

- Hyperlink
- Image
- Horizontal Rule
- Table
- Div
- Field Set

We are an authorized service center for many of the products that we carry.

If you feel your product is in need of service, have your order number ready and contact the Customer Support department at 1-800-555-5555 or via email. We'll guide you through some troubleshooting steps, and if the product is deemed to be defective, we'll provide guidance on how to get the unit serviced if our 30 day exchange period has passed.

**Gold**

Being a Gold customer, you have the option to call us at 1-800-555-GOLD and we will mail you out a R label for our immediate return and replacement policy. For you, the exchange period is extended to 90 da

For products we can service in-house, our repair turn-around time can be anywhere from 3-6 weeks, depending on the repair needed and parts availability. Shipping is not covered, although we do ship the products back to you free of charge.

For products we cannot fix in our facility, we'll be able to supply you with the contact information for the manufacturer.

# Multiple Interfaces... and Languages

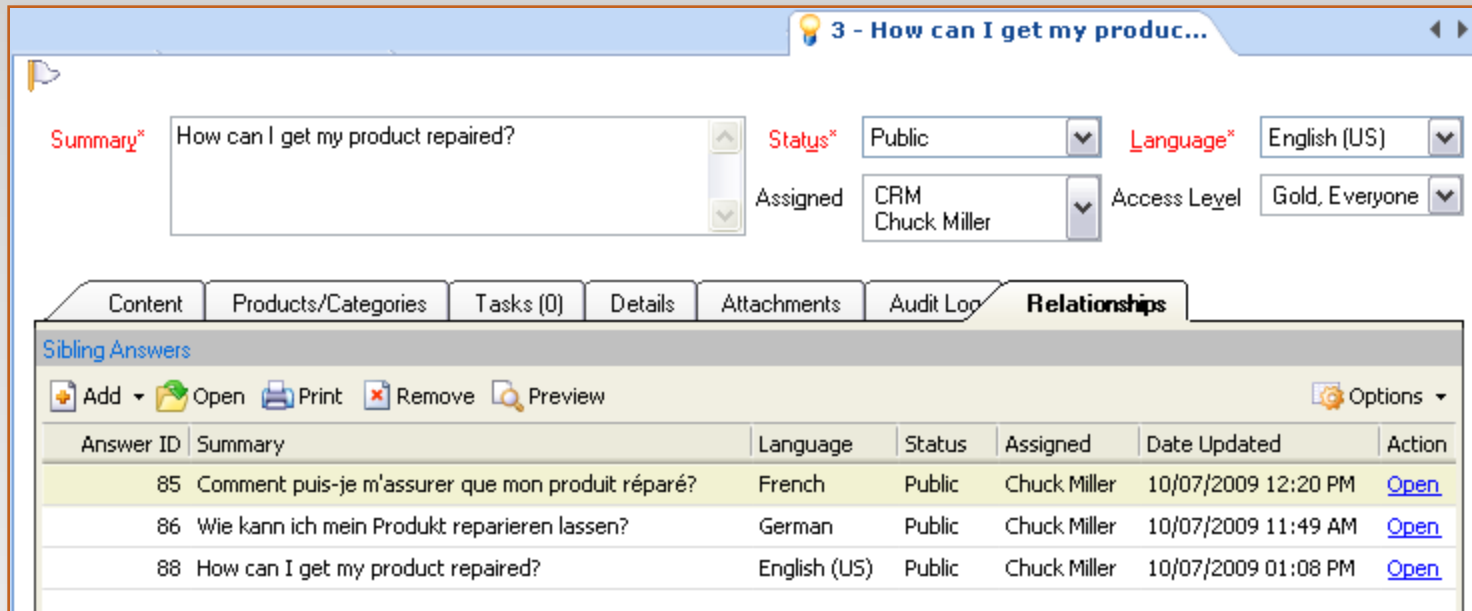
## ▶ RightNow Supports 33 Languages

- Maintain consistency across all languages
- Primary language consideration
  - Primary answer concept
  - Tracking via custom fields
- Issues
  - Language translation from one answer to another
  - Change log
    - What changed during the previous edit

# Multiple Interfaces... and Languages

## ► Sibling Relationships

- Workspace control



The screenshot shows a web application interface for managing content. At the top, a browser window title reads "3 - How can I get my produc...". Below the title bar, there is a form with several fields:

- Summary\***: A text area containing "How can I get my product repaired?".
- Status\***: A dropdown menu set to "Public".
- Language\***: A dropdown menu set to "English (US)".
- Assigned**: A dropdown menu set to "CRM Chuck Miller".
- Access Level**: A dropdown menu set to "Gold, Everyone".

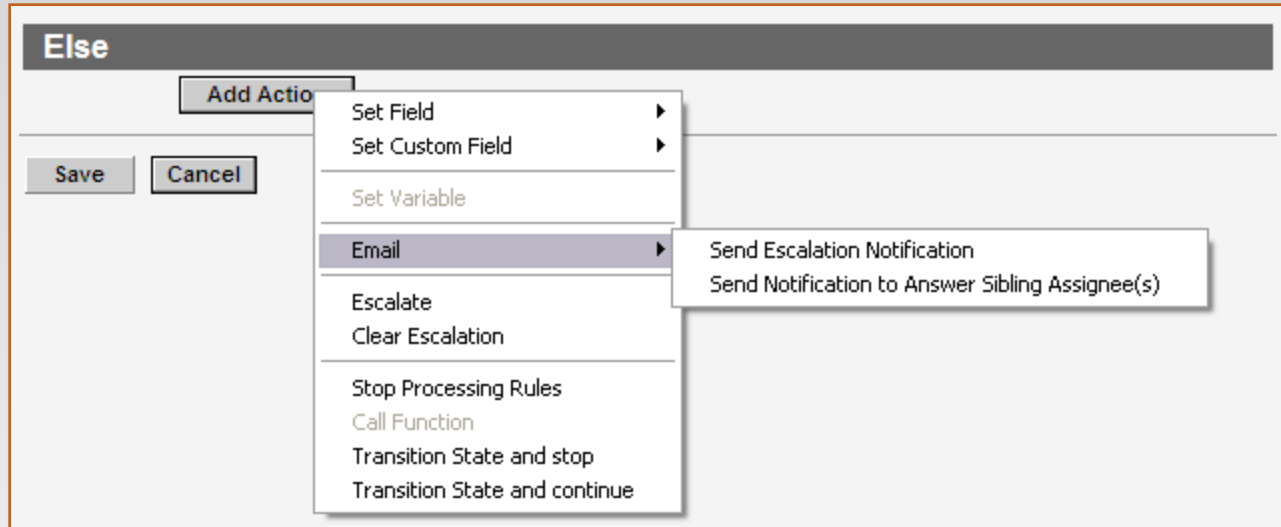
Below the form is a navigation bar with tabs: "Content", "Products/Categories", "Tasks (0)", "Details", "Attachments", "Audit Log", and "Relationships". The "Relationships" tab is active.

Under the "Relationships" tab, there is a section titled "Sibling Answers". It includes a toolbar with icons for "Add", "Open", "Print", "Remove", and "Preview", along with an "Options" dropdown. Below the toolbar is a table of sibling answers:

Answer ID	Summary	Language	Status	Assigned	Date Updated	Action
85	Comment puis-je m'assurer que mon produit réparé?	French	Public	Chuck Miller	10/07/2009 12:20 PM	<a href="#">Open</a>
86	Wie kann ich mein Produkt reparieren lassen?	German	Public	Chuck Miller	10/07/2009 11:49 AM	<a href="#">Open</a>
88	How can I get my product repaired?	English (US)	Public	Chuck Miller	10/07/2009 01:08 PM	<a href="#">Open</a>

# Multiple Interfaces... and Languages

- ▶ Managing Sibling Relationships - Meta Answer
  - Share products and categories
  - Share common file attachments
  - Workflow rule usage



# Report Usage and Tuning

## ► Maintaining a Healthy KB

- Keyword Search Report
  - Search term, Search Count, Number of Answers
  - Target searches that return 0 answers
- Session and Site Analysis
  - Number of Searches
  - Answers Viewed
  - Sessions and Web Questions
  - “What’s Hot”

Phrase Stem	Search Count	Answers
RADIO REPLAC PART	5	17
GOOGL	4	0
3G SERVIC	4	12
MARIN RADIO INSTAL	3	21
BATTERI	2	6
BLU-RAY	2	9
CALL	2	11
CALL FORWARD	2	11
MARIN	2	17
SELF LEARN	1	1
RADIO INSTAL	1	3
WATER	1	4
SPEAKER	1	6
BAD SIGNAL	1	8
INSTAL	1	8
TRACK ORDER ONLIN	1	9
PHONE	1	9
SALE TAX	1	10
INSTAL ISSU	1	10
PRICE	1	12
ALPIN	1	15
2	1	16
RADIO REPAIR	1	17
SATELLIT	1	17
RADIO	1	18
MARIN RADIO	1	18
RESET FROZEN MP3 PLAYER	1	26
PHONE CALL BE DROP	1	28

Record Count: 28

# Report Usage and Tuning

## ► Answer Toolbox

- Search Knowledge Base
  - Allows searching of other answers, topic words, external documents, and (coming soon) social communities
- SmartMerge
  - Keep your KB manageable by merging similar answers where appropriate

# Report Usage and Tuning

## ▶ Linked Answers

- Manual Links - suggested answers by KB administrator
- Learned Links - answers associated by users

The screenshot displays a web interface for managing knowledge base answers. It is divided into two main sections: 'Manually Related Answers' and 'Learned Links'.

**Manually Related Answers:** This section has a toolbar with icons for 'Add Existing', 'Open', 'Print', 'Remove', and 'Preview', along with an 'Options' dropdown. It contains a table with the following data:

Answer ID	Summary	Action
30	Why am I not getting emails from support?	<a href="#">Open</a>

**Learned Links:** This section has a toolbar with icons for 'Open', 'Print', 'Preview', 'Promote', and 'Block/Unblock', along with an 'Options' dropdown. It contains a table with the following data:

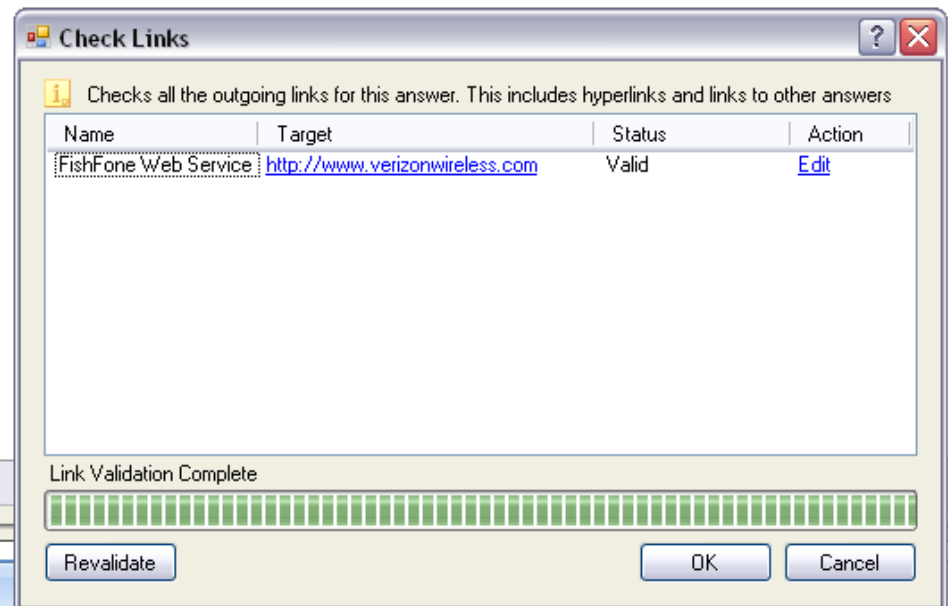
Answer ID	Summary	Blocked	Action
30	Why am I not getting emails from support?	No	<a href="#">Open</a>
35	Call Interruptions	No	<a href="#">Open</a>
68	How do I send my Marine radio in for realignment?	No	<a href="#">Open</a>
70	How can I enter my MMSI number?	No	<a href="#">Open</a>
77	Do you have a guide for programming a DVR?	No	<a href="#">Open</a>

# Workspace User Interface Controls

- ▶ Sibling Relationships
- ▶ Links Checker
  - Client side
  - Server side

If the phone is GSM enabled or is a G2 / G3 then yes. For a list of international partners, international roaming prices and calling procedures, see our [roaming information](#).

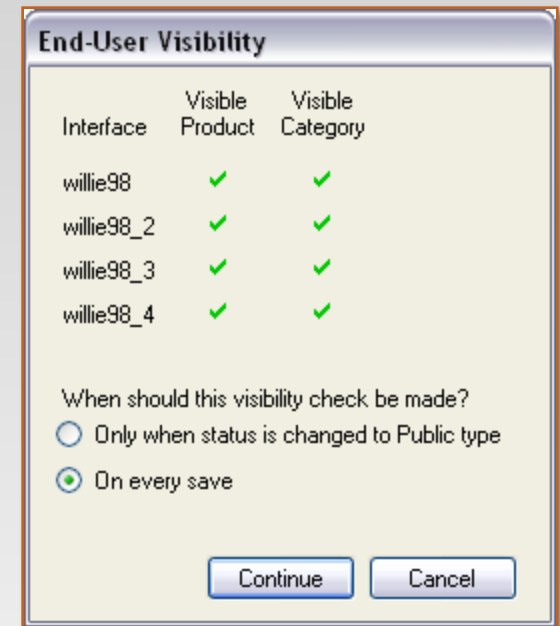
When abroad simply access [FishFone Web Service](#) to see if your phone is active ready.



# Workspace User Interface Controls

## ► Products and Categories

- Linking Products to Categories (New)
- Visibility Dialog
  - Provides feedback on products and categories associated to answer and where those answers will be visible
- Limit Products and Categories by Interface
  - Profiles to Interface (November '09)



# Complex Business Processes

- ▶ Increased Usage => Added Feature
  - Community Forums
  - Idea Lab
  
- ▶ Custom Fields
  - Leverage ability to store additional information
  - Example
    - Incident Severity

# Complex Business Processes

## ► Case Examples

- Content Management
  - Keep original ID
    - Notifications
    - Documentation
  - Change Information
    - Who, What, When
  - Copy = Snapshot
  - Answer Notes (future)

(Answer Versioning)

The screenshot shows a rule configuration interface with the following sections:

- Rule Name:** Version Increment
- Notes:** (Empty text area)
- If:**
  - 1 Answers.Ver. Change Reason modified this edit  Delete Condition
  - Add condition based on:
- Then:**
  - 1 Set Custom Field Version Number
    - increment by 1  Delete Action
    - Add Action
- Else:**
  - Add Action
- Buttons:** Save, Cancel

# Complex Business Processes

## ► Other Use Cases

- Variable Usage (Find and Replace)
- Answer Comments (HiveLive)

# Open Discussion

## ▶ Other KB Session

- Wednesday @ 10:00
  - Optimal KB Configuration - Best Practices

## ▶ Open Discussion