

Fine-Tuning Your RightNow Knowledge Base

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Overview

- End-User Focus: Non-Search
- End-User Focus: Search
- Admin Focus: Search
- Admin Focus: Analysis
- General Configuration



End-User: Non-Search

- 80% of RightNow users prefer non-searching
- Top Ranked Answers
 - Frontline, first guess
 - 95% of users only view answers on first page
 - Fix-At- and Place-At- options for targeted content



Answer Console (uc2006)

Answer Console

Quick Search ▾ | Answers Default | Refresh | Search

New ▾ | Edit ▾ | Delete ▾ | Print | Preview

Viewing Answers Default Records Found: 71

Answer ID	Summary	Language	Access Lev	Status	Assigned	Date Updated
1	52 How does a Cable Modem actually work?	English (US)	Everyone	Public	Keir Barbe	11/12/2004 01:42 F
2	53 What is the cost of a Cable Modem for Internet Access?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:36 F
3	54 How does a Cable Modem's speed compare with other connection methods?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:35 F
4	55 What is a Cable Network?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:50 F
5	56 How does DSL kbps translate to download speed?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:34 F
6	57 Paying Your Bill Online	English (US)	Everyone	Public	Administrator	10/20/2005 06:11 A
7	58 Paying Your Bill with a Credit or Debit Card	English (US)	Everyone	Public	Administrator	03/30/2005 11:00 A
8	59 What is ONE-BILL?	English (US)	Everyone	Public	Administrator	03/30/2005 10:58 A
9	60 I use another company's wireless or local services. Can I enroll in ONE-BILL?	English (US)	Everyone	Review	Administrator	12/29/2005 07:49 A
10	61 State on the line	English (US)	Everyone	Public	Administrator	08/23/2004 08:10 A

Answer ID
57

Status
Public

Language
English (US)

Access Level
Help
Everyone
Gold
Internal
Dealer

Assigned
Admins
Administrator

Review On
▾

Publish On
▾

Display Position
Historical Usefulness
Historical Usefulness
Place at Top
Place at Middle
Place at Bottom
Fix at Top
Fix at Middle
Fix at Bottom

Answer Text | Details | Meta-Answer

Summary Paying Your Bill Online

Keywords

Edit
 Question
 Answer

Editor
 Text
 HTML

Smart Merge...
Search...

Paying Your Bill Online

Notify Subscribers Do Not Notify ▾

Spelling | Print

User: Chuck S. Reynolds | 3:12 PM



End-User: Non-Search

- Related Answers
 - Items co-browsed by many users are important suggestions to other users
 - ADP_NUM_REL_ANS
- Recently Viewed Answers
 - Allow users to quickly return to previous content
 - ADP_NUM_PREV_ANS
 - SEC_EU_ADMIN_HOSTS may exclude your visibility of this feature



Answer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

WORLD CONEX

Change Language... Login | Register | My Account

Home Products About Us Areas of Expertise Our Services Customer Services

August 7th, 2006

Services

BUSINESS

- Voice Services
- Data Services
- Network Solutions
- Solutions by Business type
- Business ADSL

HOME

- Billing Information
- Mobile Phones
- Modem Services
- Voice Services
- Support and Advice
- Home ADSL

Save up to 30% on phones and office equipment

Online Services

- My Bill
- My Account
- My Questions

Products Coming Soon
Clearance Offers
What's Hottest

» Online Assistance

Support Home **Answers** Ask a Question My Stuff Login Help

Search Browse

Product All Keyword Search online billing Search Keyword Search Search Tips Search

Category All Search By Phrases Sort By Default Sort Powered by RIGHT NOW

Answer ID 57	Paying Your Bill Online
Date Created 08/20/2004 01:30 PM	Question
Last Updated 10/20/2005 06:11 AM	Paying Your Bill Online
Access Level Everyone	Answer

Print Answer
Email Answer

Notify Me by Email if this Answer is Updated

How well did this answer your question?

100% 75% 50% 25% 0% Submit Rating

Related Answers

- Paying Your Bill with a Credit or Debit Card
- What is ONE-BILL?

Previously Viewed Answers

- What is ONE-BILL?

Back to Search Results

Opening page http://uc2006.rightnowdemo.com/cgi-bin/uc2006.cfg/php/enduser/std_adp.php?p_faaid=57&p_created=1093033811&p_sid=mv Trusted sites



End-User: Non-Search

- Data Aging
 - Remove old answers, adjust answer ranks, build related answers (SA_AGE_FREQ)
 - Discover new related answers, update suggested answers and browse tree (SA_DM_FREQ)



End-User: Search

- Only 20% of RightNow users enter search terms
- AND/OR
 - AND limits results, OR expands results
 - AND may easily limit to 0 results
 - Our OR ranks results like AND, but includes even partial matches
 - ANS_AND_SEARCH



End-User: Search

- Highlighting
 - Allows quick focus on search results
 - Turn on with: EU_SEARCH_HIGHLIGHT_ENABLED
 - Look and feel: EU_SEARCH_TAG
- Did You Mean
 - Spelling corrections, unused words, no matching content
 - EU_SEARCH_TERM_FEEDBACK_ENABLED





Change Language...

Login | Register | My Account

August 7th, 2006

Services

- BUSINESS**
- Voice Services
- Data Services
- Network Solutions
- Solutions by Business type
- Business ADSL
- HOME**
- Billing Information
- Mobile Phones
- Modem Services
- Voice Services
- Support and Advice
- Home ADSL

Save up to 30% on phones and office equipment

Online Services

- My Bill
- My Account
- My Questions

Products Coming Soon
Clearance Offers
What's Hottest

» Online Assistance

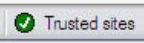
Support Home **Answers** Ask a Question My Stuff Login Help

Search Browse

Product **i** All
Keyword Search Search Tips
online billing Search
Category **i** All
Search By Phrases Sort By Default Sort
Powered by RIGHT NOW

Did you mean: online billing
13 Answers Found

	Summary	Score
1	Paying Your Bill Online	7
2	What is a credit limit?	141
3	About Inside Wire Maintenance	64
4	Type of ADSL Modem	56
5	Smartguide Sample	35
6	RightNow Service Brochure	35
7	What is Remote Call Notification?	31
8	Questions about Long Distance	28
9	What is ONE-BILL?	15
10	Changing or Resetting Your Voice Messaging Passcode	14
11	RightNow Demo Center (Interactive Flash Demonstrations)	7
12	Paying Your Bill with a Credit or Debit Card	6
13	Step by Step Guide for Modem Trouble shooting	2



End-User: Search

- Topic Words
 - “Fix-At-Top on Steroids”
 - Target specific words or phrases to specific document
 - Works even in absence of search query (always on)





Services

BUSINESS

- Voice Services
- Data Services
- Network Solutions
- Solutions by Business type
- Business ADSL

HOME

- Billing Information
- Mobile Phones
- Modem Services
- Voice Services
- Support and Advice
- Home ADSL

Save up to 30% on phones and office equipment

Online Services

- My Bill
- My Account
- My Questions

Products Coming Soon

Clearance Offers

What's Hottest

» Online Assistance

Support Home **Answers** Ask a Question My Stuff Login Help

Search Browse

Product **i** Keyword Search Search Tips
All All billing Search

Category **i** Search By Sort By
All Phrases Default Sort Powered by RIGHT NOW

Other Suggested Searches: [online billing?](#) [new account](#) [account](#)

Recommended Documents

- 1 [What is ONE-BILL?](#)
New Offer! Save time and money! Enroll in One-Bill today! Click here for details...

9 Answers Found

	Summary	Score
1	Paying Your Bill Online	7
2	Paying Your Bill with a Credit or Debit Card	6
3	What is a credit limit?	141
4	Smartguide Sample	35
5	What is ONE-BILL?	15
6	Type of ADSL Modem	56
7	Questions about Long Distance	28
8	What is the cost of a Cable Modem for Internet Access?	6
9	Step by Step Guide for Modem Trouble shooting	2



End-User: Search

- Suggested Answers
 - Configure via incident rules
 - Limit by product or category
 - o Per rule
 - o Per site: SA_SUGGEST_LIMIT_PROD_LVL,
SA_SUGGEST_LIMIT_CAT_LEVEL
 - Restrict focus: SA_NL_MATCH_THRESHOLD



Logged in as: John Smith

Preliminary Response to Question

John,

Please review the following suggested answers. If these answers do not resolve your question, please select the "Finish Submitting Question" button below to submit your issue to our support staff.

- [Paying Your Bill Online](#)
- [Paying Your Bill with a Credit or Debit Card](#)
- [About Inside Wire Maintenance](#)
- [What is ONE-BILL?](#)
- [Changing or Resetting Your Voice Messaging Passcode](#)

If this response did not answer your question...

[Finish Submitting Question](#)



Admin: Search

- Search Techniques
 - Support Console search uses Complex Expression
 - Complex Expression allows:
 - o Leading '+' means term must be in results
 - o Leading '-' means term must not be in results
 - o Leading '~' means use similar terms (spelling correction, synonyms)
 - o Trailing '*' means term may have variable endings
 - Answer Console search is view controlled



Admin: Search

- Thread Configuration
 - Choose which incident threads are worth searching
 - Any combination of thread types is allowed
 - o Notes, Staff, Customer, Customer Proxy, RightNow Live, Rule Response, Rule Response Note
 - Including too many will negatively affect search performance
 - INC_TYPE_IDX



Admin: Search

- Views
 - Create distinct views for distinct purposes
 - Current answer view
 - Future answer view
 - Reviewing answers view
 - Working incidents
 - Searching incidents



Answer Console



Quick Search ▾ ▶ Meta-Answer_Find Refresh Search New ▾ Edit ▾ Delete ▾ Print Preview

Viewing Meta-Answer_Find: Top Level

Groups: 1038 (containing 1089 records) ⌵

	Meta-A	Summary	Function	
1	562	Submitting a question through the Ask a Question page?	3	▲
2	31	System requirements for RightNow products	2	▬
3	68	Which reports are automatically generated by RightNow?	2	
4	75	Can I export reports into another format for analysis?	2	
5	378	How do I create a copy of a custom report?	2	
6	605	How do I set the time zone in RightNow?	2	
7	629	Where can I get more information on the Application Program Interface (API)?	2	
8	715	Can I control the display order of custom fields?	2	
9	1044	What is the difference between customer custom fields and company custom fields?	2	
10	1117	How do I subscribe staff members to receive reports on a regular basis?	2	
11	1301	When creating a new Answer in 5.0, what is the Keywords field used for?	2	
12	1668	What is RightNow Marketing?	2	▼



Answer Console



Quick Search ▾ ▸ Answer_Find Refresh Search

New ▾ Edit ▾ Delete ▾ Print Preview

Viewing Answer_Find

Records Found: 164 ▲

	Met	ID	Summary	Status	Score	Weight	8.0 Prep St	Content O	Access Le	Date Updat	
1	1355	1355	When searching for incidents and answer: Public	Public	1562	100	Minor Edit		Everyone	07/31/2006 10:00	▲
2	1346	1346	What is the difference between weight, sc Public	Public	658	98	Minor Edit		Everyone	07/31/2006 09:00	▲
3	409	409	Moving a public answer up or down in the Public	Public	1506	98	Minor Edit		Everyone	07/31/2006 11:00	▲
4	575	575	In 5.x, Customizing the Answers List page Public	Public	2571	81	Check Conter		Everyone	07/28/2006 09:00	▲
5	1767	1771	Affecting the weight used with search res New to 6.0	New to 6.0	6195	81	Minor Edit		Everyone	07/28/2006 09:00	▲
6	1991	1995	Using a list of keywords for all answers New to 7.0	New to 7.0	567	80	Minor Edit		Everyone	08/18/2006 09:00	▲
7	936	936	Improving Smart Assistant™ to suggest mc Public	Public	4406	55	Minor Edit		Everyone	07/28/2006 11:00	▲
8	2048	2052	What is the Information Gap report? New to 6.0	New to 6.0	340	54			Everyone	07/27/2006 10:00	▲
9	2431	2487	Reducing the number of answers returned New to 6.0	New to 6.0	269	54	Minor Edit		Everyone	08/01/2006 09:00	▲
10	2254	2258	Always having an answer be first in the s New to 7.0	New to 7.0	96	54	Verify on Rel		Everyone	08/18/2006 09:00	▲
11	1336	1336	How do I delete a criteria or output column Public	Public	54	54			Everyone	07/27/2006 10:00	▲
12	1092	1092	In 5.x, how can I customize the views for t Only in 5.x	Only in 5.x	481	53	Complete		Everyone	07/27/2006 09:00	▼



Support Console

Quick Search ▾ | Incidents by Keywords - Best Match | Refresh | Search | New ▾ | Edit ▾ | Delete ▾ | Print ▾ | Forward | Propose

Viewing Incidents by Keywords - Best Match

Records Found: 2313

Reference	Subject	Severity	Date Cre	Organizatio	Stat	Support	Version	Weight
1	060613-000 VER: Views: View search functionality for 'image file attachr	2	Majc 06/13/2006	Linksys - Subs	Unres	Preferred	7.5.4.0-b358h-mysql	100
2	060628-000 7.5.3.0 - Unable to access file manager files for other interfac	3	Som 06/28/2006	NC Interactive	Updat	Preferred	7.5.3.0-b327h-mysql	92
3	060808-000 Staff unable to use the "save" button in an FAQ	3	Som 08/08/2006	DivX, Inc.	Waitir	Preferred	7.5.4.0-b358h-mysql	92
4	060531-000 Setting up ID's for a customer	3	Som 05/31/2006	Dun & Bradstr	Solve	Preferred	7.5.4.0-b358h-mysql	91
5	060622-000 Missing FAQs (Public: FAQs not Dispalved on the End User Pac	4	No F 06/22/2006	Reuters PLC	Solve	Preferred	7.5.4.0-b358h-mysql	91

Search

Status Type Unresolved Solved Waiting Unspecified	Group Tier 1 Tier 2 Tier 3 Tune-Up Tech Support - APAC Upgrade Specialist Voice Unspecified	Product Hierarchy <input checked="" type="checkbox"/> Administration Cor <input checked="" type="checkbox"/> Analytics and Rep <input checked="" type="checkbox"/> RightNow Service <input checked="" type="checkbox"/> RightNow Live <input checked="" type="checkbox"/> RightNow Locator <input checked="" type="checkbox"/> RightNow Marketin	Category Hierarchy <input checked="" type="checkbox"/> Getting Started <input checked="" type="checkbox"/> Configuration <input checked="" type="checkbox"/> Best Practices <input checked="" type="checkbox"/> Page Descriptions <input checked="" type="checkbox"/> Installations and L <input checked="" type="checkbox"/> Troubleshooting	Dormant Yes No Unspecified	Status Results Rejected MKT-Unresc MKT-Waiting MKT-Solved Solved- Cus Non-Reprod Unspecified
--	--	---	--	--	---

Date Time Search * Date Created ▾ 5/1/2006 12:00 AM ▾ relative to 8/18/2006 12:00 AM ▾ relative

Text Search * Summary/Thread ▾ handy views

Order By Weight - desc ▾ -- ▾ **Limit to** 500 rows **Reset** **Search** **Cancel**



Admin: Search

- Dormant
 - Segregates old information from current information
 - All information remains in the system, only affects searching
 - o Improved search performance
 - o Must specifically request to view dormant incidents (create a special view)
 - DORMANT_INCIDENTS *#days*



Search

Status Type	Source	Assigned Account ID	Dormant
Unresolved	Public API	Robin Robinson	Yes
Solved	Live	Ruth Cernes	No
Waiting	Agent (Postal Mail)	serge Lauriou	Unspecified
Unspecified	Agent (Fax)	Simon Kelly	
	Agent (Phone)	Tim Johnson	
	Agent (Other)	Tom Abshire	
	Marketing Response	Tom S. Rogers	
	Unspecified	Unspecified	

Date Time Search: Date Created [] relative to [] relative

Text Search: Summary/Thread []

Order By: IncidentID - desc [] Limit to 100 rows

Reset Search Cancel



Admin: Search

- Archive
 - Moves incidents to a read-only state (cannot re-open)
 - Keeps structured fields from time of archive (staff, product, etc.) even if those change or get deleted elsewhere
 - Improves search speed and relevance
 - Determine the age when you never update incidents, and set that to the archive date





Incident Archive (ann75)

Records Found: 3

Reference #	Subject	Closed	Score
1	060620-000001 world cup	05/24/2006	1%
2	060620-000002 n. korean missiles	05/24/2006	1%
3	060620-000003 atlas	05/24/2006	0%

Reference # 060620-000003
Assigned To admin / admin
Interface ann75
Product prod 1
prod 12
prod 121
Category
Disposition

Messages | Details | Audit Log | Organization | Contact

Summary: atlas Customer:  Staff: 

Note (admin) 06/20/2006 12:52 PM MDT
A new documentary profiles a generation of artists creating and distributing new music behind the back of the Islamic republic. Unlike the traditional music approved by religious censors, these musicians choose to rock -- and even rap -- all the while dodging the authorities.

Response (admin) 06/20/2006 12:52 PM MDT
Apple's new flagship store in New York City is a repository for cool technology -- and the birthplace of retail innovations. Roving checkout clerks swoop down on customers, so there's no waiting in long lines. Is this customer-friendly, or just a way for Apple to encourage impulse buys?

Note (admin) 06/20/2006 12:52 PM MDT
Teddy Atlas got his start in boxing by brawling on the street. In his new memoir, the ESPN commentator recounts his career as a boxing trainer and his father's role in shaping that career.

In Atlas: From the Streets to the Ring: A Son's Struggle to Become a Man, Atlas describes his youth in Staten Island, rise to Golden Gloves champ and boxing trainer of Mike Tyson, Michael Moorer and others.

Customer (Entered by admin) 06/20/2006 12:51 PM MDT
Of all the people who have affected my life, and influenced the choices I've made, none has been more important than my father.

Dr. Theodore Atlas, Sr., was legendary around Staten Island. A Hungarian Jew, originally from the Bronx, he was the kind of doctor that doesn't exist anymore. He wore a bow tie and a rumpled old raincoat and he drove an old wreck of a car to go on his house calls. He traveled all over the island, taking care of people, no matter what time of the day or night. If his patients couldn't afford to pay, he didn't charge them, and when he did charge them, the most it would be was about five dollars. Sometimes they paid him with pies or cookies. In the 1970s, when I was a teenager, my mother started calling him Columbo, after the character in the TV show, because of the way he dressed and because he always seemed distracted and preoccupied.

Besides his medical practice, my father somehow found time to found and build two hospitals, Sunnyside and Doctor's Hospital. He also built over a hundred houses on Staten Island, including the two we lived in -- a small one-family home, and, later, a larger Colonial that he built across the street -- plus some Winn-Dixies and condos down South. Think of it: here was a doctor who owned a crane and bulldozer, and on Sundays, to relax after spending an eighty-hour week practicing medicine and taking care of people, he bulldozed the empty lots on the hill where we lived so he could build houses. He even built the sewer system for the whole neighborhood.

Because my father poured all of his time and energy and feeling into his work, my mother and I and my four younger siblings, Tommy, Meri, Todd, and Terry, often felt shortchanged -- if not consciously at least in our hearts. Maybe it was easier for him to express emotions toward his patients than his family. I don't know. Even today, I run into people who were patients of his, and they all talk about how compassionate he was with them. But at home it was hard for him to show anything. He considered emotions a sign of weakness. I remember one time we were in the car and he made fun of us kids for crying over something. He started going "Vahhhh" in this loud, mocking way. After that I never cried again, even many years later at his funeral.

Of all the kids, I was always his favorite, which made for an odd kind of tension in the house. In some ways it was like we were two families. One family was my mother, Tommy, Terry, Todd, and Meri. The other family was my father and me. It wasn't as if I didn't have to work hard for his attention. I did. I showed an interest in science because he liked science. I'd get him to take me out on house calls with him, because that way I could be with him and spend time with him. You have to understand, this was a man who left the house every day at six-thirty or seven a.m. and came home at ten-thirty or eleven p.m. Any time that I got with him was time that I had to steal. He never asked me to go with

Done User: admin 4:33 PM



Admin: Search

- SmartMerge
 - Finds answers sharing substantially the same content
 - Use with 'proposed' answers
 - Allows easy accept-reject-combine decisions



Answer Console (uc2006)

Answer Console

Quick Search ▾ | Answers Default | Refresh | Search

New ▾ | Edit | Delete | Print | Preview

Viewing Answers Default Records Found: 71

Answer ID/	Summary	Language	Access Lev	Status	Assigned	Date Updated
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2	53 What is the cost of a Cable Modem for Internet Access?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:36 F
3	54 How does a Cable Modem's speed compare with other connection methods?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:35 F
4	55 What is a Cable Network?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:50 F
5	56 How does DSL kbps translate to download speed?	English (US)	Everyone	Public	Keir Barbe	08/20/2004 01:34 F
6	57 Paying Your Bill Online	English (US)	Everyone	Public	Administrator	10/20/2005 06:11 A

Suggested Answers Records Found: 4

Summary	Weight	Access	Status
1 Paying Your Bill with a Credit or Debit Card	26	Everyone	Public
2 Changing or Resetting Your Voice Messaging Passcode	16	Everyone	Public
3 What is a credit limit?	11	Everyone	Public
4 About Inside Wire Maintenance	9	Everyone	Public

Smart Merge

Search On

- Summary
- Keywords
- Question
- Answer

Criteria for Answers

End-user Visible

All

OK Cancel

Smart Merge... Search...

Done User: Chuck S. Reynolds 4:01 PM



Admin: Analysis

- Gap Analysis Report
 - Finds groups of incidents with no answer
 - Not perfect, so train one person to monitor
 - o Finds integrations (incidents created from outside systems)
 - o Finds sensitive information (incidents you don't want to publish an answer for)
 - o Finds process flaws (incident follow-ups that could be avoided with, i.e. standard text)
 - GAP_TIME_PERIOD
 - GAP_FREQUENCY



Parameters

Description

Report

Information Gap Summaries

Information Gap Summaries

Id	Urgency	Summary	Size	Answer	Score
1	1	Janine Hotz-Robinson, Canc Req, Fax	25	277	10
2	1	Tamayo Chiso, SantaClara Web/AP, Santa Clara, NextCom Test Site RNW, Regards	45	104	16
3	1	Phone Contact Submitted, Sitestatus, Comments, Product, Email	77	316	20
4	1	Threat Email GSA, Address, Provide, Incident	9	2202	16
5	1	Object, Property, Method, Error, Support	40	1545	18
6	1	Intended Recipients, Confidential, STRICTLY PROHIBITED, SENDER IMMEDIATELY, HEREBY NOTIFIED	85	2197	21
7	1	Image File Attachment, Bytes, Incident, Added, Error	57	657	17
8	1	Oracle Version, Web/AP Server, Upgrade, Kenji, Investigate	26	721	18
9	1	Office, Email, Contact, July, Monday	70	562	16
10	1	Server, Flat Files, Ftp, Product, Database	30	450	14
11	1	File Attachments, Bytes, Added, Incident, Application	40	104	17
12	1	Main CSR Location, MAILBOXES POP, Hosted Site Request, ProServices, Language Packs	34	968	33
13	1	Faq, Answer, Interface, Category, View	53	1420	19
14	1	Screen Shots, Attached, Error, Incident, Field	52	1110	24



Admin: Analysis

- Keyword Searches Report
 - Frequent searches (important content)
 - Searches with no answers (missing content)
 - Searches with too many answers (configuration and tuning needed)



Keyword Searches

Phrase Stem

Phrase Stem	Search Count	Answers
68	6	0
1351	6	0
GEXPAND	6	0
CASTL	6	0
OHTANI@RIGHTNOW.MITSUI.CO.JP JALCARD	4	0
768	4	0
MY_SEC_COMPANI	4	0
CNAME	9	1
1772	8	1
IE7	8	1
ENVIRONMENT	8	1
RNTINFO	8	1
ARCHITECTUR	7	1
STREAM	6	1
SAWMIL	6	1



Keyword Searches

Phrase Stem

Phrase Stem	Search Count	Answers
REGIST STAFF RIGHTNOW SUPPORT	5	1165
OBJECT DOESN SUPPORT PROPERTI METHOD	10	896
LANGUAG RIGHTNOW WRITTEN	4	886
CUSTOM END USER PAGE	6	877
HTML CONFIGUR	4	875
SET UP ORGAN	8	863
AD DATE FIELD SEARCH SUPPORT CONSOL	4	863
OBJECT DOE SUPPORT	4	818
SET PRIORITI LEVEL HIGH IMPORT INCID	4	808
FAIL CONFIGUR CONNECT UNKNOWN INCORRECT TIME ZONE PST8PDT	6	802
END USER PAGE	4	799



Admin: Analysis

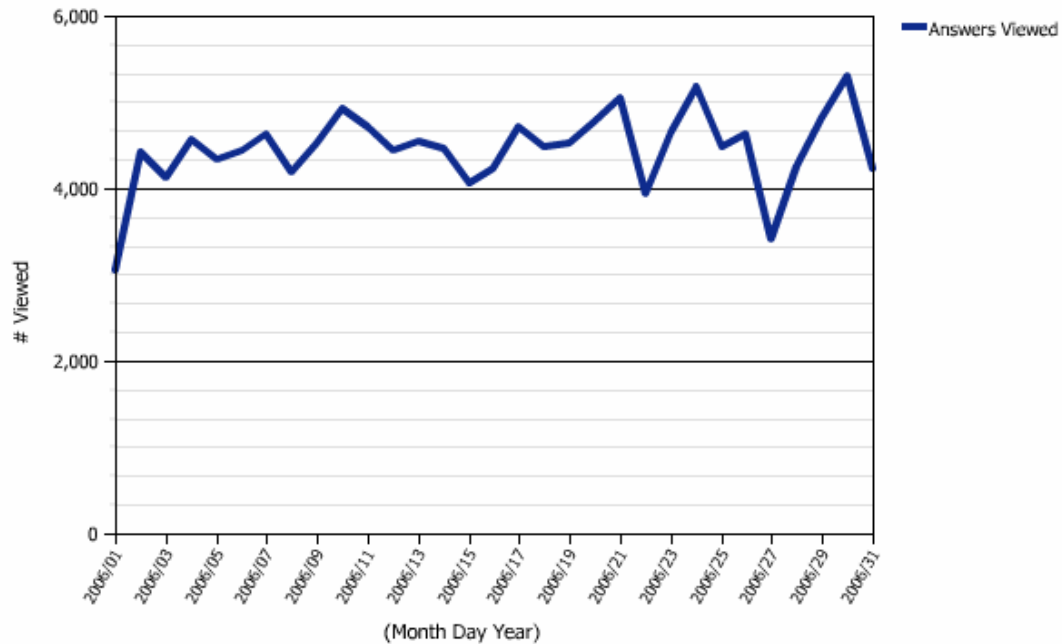
- Answers Viewed Report
 - Number of hits to answers over timeframe
 - Top-level allows for trending
 - View which types of answers are viewed most frequently



Answers Viewed

Answer

Answers Viewed



Interval	Answers Viewed
----------	----------------

2006/01	3046
2006/02	4429
2006/03	4136
2006/04	4569
2006/05	4330
2006/06	4444
2006/07	4639

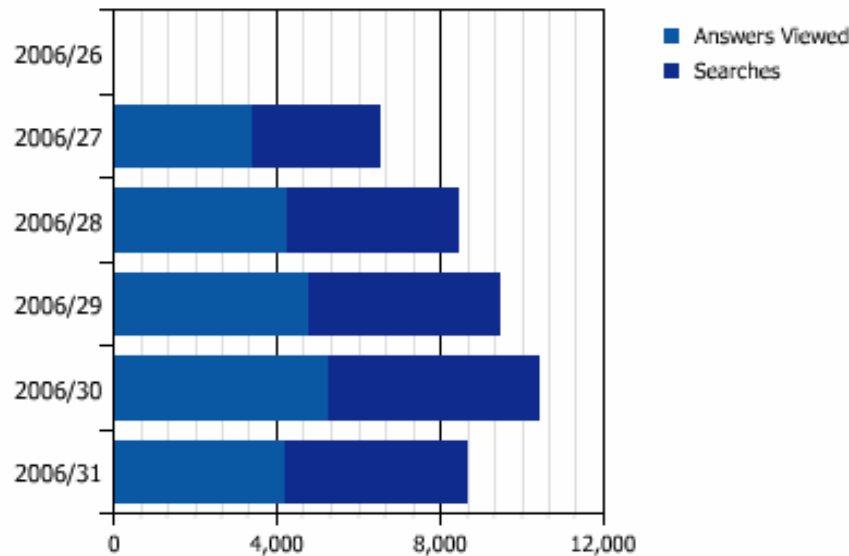


Admin: Analysis

- Service Summary Report
 - Trending over time period
 - Searches and answers viewed
 - Compare to incidents submitted via web or email



Self Help Summary



(Month Day Year)	Searches	Answers Viewed	Sessions	Hits	Web Questions	Email Assists
2006/26	15	27	67	161	0	5
2006/27	3132	3414	5221	20680	355	45
2006/28	4228	4243	6861	26771	483	55
2006/29	4665	4812	8017	27404	462	51
2006/30	5138	5297	8150	30219	518	49
2006/31	4437	4232	9587	24937	443	62
Total	21615	22025	37903	130172	2261	267

Record Count: 6



General Configuration

- Wordlists: Excluded Words
 - Removes common words from index
 - o AN, ARE, BE, CAN, HAVE, IS, ...
 - Increases search performance
 - exclude_incidents.txt, exclude_answers.txt
- Wordlists: Synonyms
 - aliases.txt: use in place of answer keywords
 - thesaurus.txt: applies only to similar search



General Configuration

- Search Weights
 - Adjusts search results rankings
 - Search ranking is a race—small changes here can make big changes in search results
 - o SRCH_KEY_WEIGHT 50 Keywords
 - o SRCH_PROD_WEIGHT 50 Product Words
 - o SRCH_CAT_WEIGHT 50 Category Words
 - o SRCH_SUBJ_WEIGHT 45 Subject/Title Words
 - o SRCH_DESC_WEIGHT 30 Question Words
 - o SRCH_BODY_WEIGHT 4 Answer Words
 - o SRCH_ATTACH_WEIGHT 4 File-Attach. Words



Review

- 80% of users don't search: Focus here
- Searching is highly configurable (for the 20%)
- Don't forget to consider the Admin as a customer too!
- Multiple analysis tools are available



Resources

- <http://rightnow.custhelp.com>
- 7.0 Administration Manual (answer 1350)
- Online Training:
<http://www.rightnow.com/rntdocs/tutorials/7.0/>
- Other session:
 - Advanced Knowledge Base Administration: Driving Continuous Performance (Wednesday, 10:30am)
- Ask the Experts



Questions

