

# Managing and Editing FAQs in Espressive Barista

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## Managing FAQs

On the FAQ Dashboard, two tabs will allow you to search for existing FAQs that you can edit. On the FAQs tab, you can view all the FAQs together, listed by last updated.

The screenshot shows the 'FAQs' tab selected. At the top, there are tabs for 'FAQs' and 'Topics'. Below them is a 'Service Department' dropdown menu set to 'IT'. A search bar labeled 'Search FAQs' is present. To the right of the search bar are buttons for 'ADD FAQ' and 'STATISTICS'. Below the search bar are several filter dropdowns: 'Sort by' (set to 'Last Updated First'), 'Active' (set to 'All'), 'View' (set to 'All', with a green hand icon pointing to it), 'Source' (set to 'All'), 'Expiration' (set to 'All'), and 'Reviewed' (set to 'All'). Below these filters, it says '4376 FAQs (DISPLAYING 1 - 10)' and 'FAQs per page: 10 Page 1 of 438'. The main table has columns: 'FAQ Name', 'Expiration', 'Updated On', 'Updated By', 'Reviewed', 'Active', and 'Actions'. The first row shows a FAQ about deleting a member from a mailing list, updated on 07-01-2021 by selva.sankaranarayanan@espressive.com. The 'Active' column has a toggle switch that is currently turned on. The 'Actions' column has a 'VIEW' button and a three-dot menu icon.

On the Topics tab, you can search for FAQs by topic. You can use the search bar or filter FAQs that are Active or in Override.

The screenshot shows the 'Topics' tab selected. At the top, there are tabs for 'FAQs' and 'Topics'. Below them is a search bar containing the text 'cloud'. To the right of the search bar is a green hand icon pointing to it. Below the search bar are two filter dropdowns: 'Active' (set to 'All') and 'Override' (set to 'All'). Below these filters, it says '5 TOPICS (DISPLAYING 1 - 5)' and 'Topics per page: All Page 1 of 1'. The main table has columns: 'Topic/Application', 'Active', 'Override', and 'Actions'. The first row shows 'Adobe Document Cloud and Creative Cloud' with 'Active' set to 'Yes' and 'Override' set to 'No'. The second row shows 'Cloud Machine' with 'Active' set to 'Yes' and 'Override' set to 'No'. The 'Actions' column has a 'VIEW' button for each row.

## Overriding FAQs

The Employee Language Cloud (ELC) contains thousands of topics. Override is a functionality that allows you to enable or disable a topic or set a unique response for all FAQs in a broad topic.

For instance, the ELC has dozens of FAQs related to an Employee Stock Purchase Plan (ESPP). However, if you need to simply set a single response for all related FAQs such as, “You can find information about our ESPP program [here](#),” you can set this response in the Topics tab.

To override the response for all FAQs in a topic:

1. Click on the **Topics** tab.
2. Enter a topic in the search bar.
3. Click on the **VIEW** button of any Topic/Application from the list.
4. Enable the **Override response** toggle.

The screenshot shows the 'Topics' tab in the Espressivo interface. At the top, there are two tabs: 'FAQs' and 'Topics', with 'Topics' being the active tab. Below the tabs, the main content area is titled 'Expense Report'. To the right of this title is an 'Override response' toggle switch, which is currently turned 'ON'. A green hand icon is pointing at the toggle. Below the title, there is a link that says '< BACK TO ALL TOPICS'. Underneath, there is a section titled 'Responses' with an information icon. To the right of the 'Responses' section is an 'ADD RESPONSE' button. Below this, there is a 'Response sample' section with a coffee cup icon and the text 'Today at 4:12 PM'. To the right of the 'Response sample' is a 'Dr Who' button. Below the 'Dr Who' button is an 'Applies to' section with the text 'All'. At the bottom, there are two date fields: 'Start Date' and 'End Date', both with the format 'mm/dd/yyyy'. To the right of the 'Start Date' and 'End Date' fields is a green toggle switch.

## Editing FAQs

1. Click on the **VIEW** button on the FAQ you want to edit.

**FAQs** Topics

Service Department: IT

slack

ADD FAQ STATISTICS

Sort by: Last Updated First

Active: All View Responses: All Source: All Expiration: All Reviewed: All

80 FAQs (DISPLAYING 21 - 30) FAQs per page: 10 Page 3 of 8

FAQ Name	Expiration	Updated On	Updated By	Reviewed	Active	Actions
How do I Install Slack App		07-01-2021	selva.sankaranarayanan@espressive.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	VIEW ...
How do I delete a Slack Workspace		07-01-2021	selva.sankaranarayanan@espressive.com			

2. Click on **EDIT TITLE** if you need to change the name of your FAQ.  
After editing, click on **SAVE**.
3. On the top right corner, flag your FAQs as **Reviewed** to indicate when you or a team member has checked the FAQ and determined it to be valid.
4. Turn on the **Active** button on the FAQ. Barista Natural Language Processing Search will not consider a non-active FAQ.

Barista FAQs > Django Help

Django Help  
Help with Django

Active Reviewed

PREVIEW IN BARISTA CHAT EDIT TITLE

Responses Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

ADD RESPONSE

ACME

Here is the [main page](#). But click here if you need to [login](#) first.

You can go directly to the [API](#), or we can cut right to the chase and [reset password as admin](#).

Add Users here: [Add User](#). Bulk User Import here: [Bulk Import Users](#).

Today at 11:34 AM

Applies to: All

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy

Note: You cannot change or delete an FAQ that comes from the ELC library, but you can disable a response and then click on the **ADD RESPONSE** button to add your own.

On the **Response** tab, you can see how your response will look on the Barista chat.

**Barista FAQs** >  
How do I create or change device for Microsoft Authenticator Active ☒ Reviewed ☐

**How do I create or change device for Microsoft Authenticator**  
Employee has a new device and needs to register it with Microsoft Authenticator

**Responses** Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

**ADD RESPONSE**

To register your device with Microsoft Authenticator, try the following method:

1. On the device you want to trust, go to the **Security settings** page and sign in to your Microsoft account
2. You'll be prompted to verify your identity. Choose whether to receive the code through email, text, or an authenticator app. Once you have the code, please enter it in the text box
3. Select the check box for **Don't ask me again on this device**
4. Select **Verify**.

That's it! You can now sign in and edit your info on this device whenever you want, without entering another security code.

Today at 1:00 PM

**ELC**

**Applies to**

**All**

**Start Date** mm/dd/yyyy **End Date** mm/dd/yyyy

5. To **Duplicate** a response, click on the **copy** icon.

This tool is helpful when you want to save time by creating a new response that is similar to an existing one. For instance, ELC responses are not editable, but you can duplicate an ELC response to create a new response that you can edit and fine-tune.

Note: Duplicating a response will not bring over any **Applies to** conditions.

6. To **Edit** a response, click on the **pencil** icon.

Note: You can only edit or delete responses that your organization has created. The gray label in the middle indicates if the ELC or someone at your company created the response.

7. To **Delete** a response, click on the **X** button.

8. If there are too many responses on an FAQ, you can disable a specific response by turning the **Active** button off on the right. When a response is disabled, it is entirely ignored by Barista, as if it did not exist.

**Responses** Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

**ADD RESPONSE**

**Example response**  
Today at 12:14 PM

Barista June Release

Applies to  
All

Start Date  
mm/dd/yyyy

End Date  
mm/dd/yyyy

**Another Example**  
Today at 12:14 PM

Barista June Release

Applies to  
All

Start Date  
mm/dd/yyyy

End Date  
mm/dd/yyyy

9. Click on the **pencil** icon to edit the text or change the **Applies to** section.

- On the left side of the text box of the response, you can select the **B** button to write in **bold**.
- Add a link to your response by clicking on the **Link** button.

A pop-up window will appear where you can select the type of link you want to add.

- EXTERNAL LINK:** Select this option to add a link to an external webpage or video. Enter the external link and define the text of your response that will lead to the link.
- FILE LINK:** Select this option if you want to add a file to your response. Click on the **folder** icon to search for the file on your computer. After selecting it, you can define the text of your response that will lead to this file.
- EMAIL LINK:** Select this option to enter an email address and then define the text of your response.

**Responses** Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

**B** **Example response**

**Link**

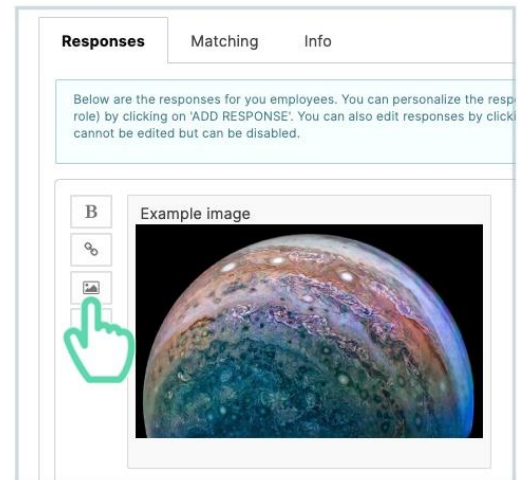
External Link

File Link

Email Link

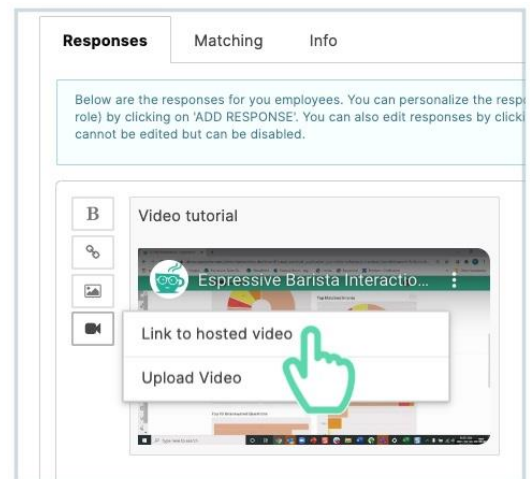
- Add an image to your response by selecting the **Image** icon.

A pop-up window will appear where you can search for the images on your computer. After selecting it, click the **Open** button to add it.



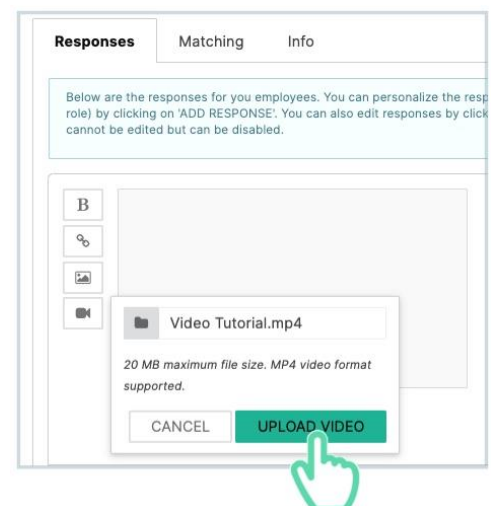
- Add a video from a link by clicking on the **Camera** icon. Just select **Link to be hosted video** then enter the URL of the video and click on **ADD VIDEO**.

*Note: Currently, only YouTube and Vimeo videos are supported.*



- Upload a video from your computer by clicking on the **Camera** icon and then selecting **Upload Video**. A pop-up window will appear, where you can search for the video on your computer. After selecting it, click on **UPLOAD VIDEO**.

Barista supports mp4 video formats and the maximum file size you can upload is 25 MB.



10. Click on **PREVIEW IN BARISTA CHAT** buttons to launch Barista in a new window and validate your FAQ. This is a quick way you can test the matching of your FAQ based on the title and the content of your response.


**Topic: Corporate Expenses** > Corporate Expenses override Active ☒ Reviewed ☐




**Corporate Expenses override** PREVIEW IN BARISTA CHAT EDIT TITLE

**Responses** Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

ADD RESPONSE

 **Response sample**  
Today at 5:04 PM

**HappyDays**    ☒

**Applies to**  
**All**

**Start Date**  
mm/dd/yyyy

**End Date**  
mm/dd/yyyy



## Setting the 'Applies to' Section for FAQs

1. Click on the arrow next to **All** to display the **Applies to** conditions.

Filling out this menu is optional. If you do not fill out the specifications here, it will show the response to everyone by default.

*Note: If your FAQ does not have a Matching Wizard template, it will not respect the conditions that you add here.*

*Learn how to add a template in the Matching FAQs chapter below.*

**Responses** Matching Info

Below are the responses for you employees. You can personalize the response based on their context (e.g. location, job role) by clicking on 'ADD RESPONSE'. You can also edit responses by clicking on the pencil. Responses without a pencil cannot be edited but can be disabled.

ADD RESPONSE

B

Our priority is first and foremost on the safety of our team members and their families. We ask all employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Generally speaking, and with few exceptions, employees are to work from home.
- If your role has been identified as critical, you are asked to be in the office, but please exercise social distancing.
- For those in a critical role, if you are not feeling 100%, or have had contact with anyone that is ill, or is quarantined, please notify your manager asap.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.

In short, work from home.

Dr Who

**Applies to**

All

Locations

All

Departments

All

Job Roles

All

Computer Type

All

Mobile Type

All

☐ Check this box to make this an Alternative Response. An employee will see this response if none of the responses above match the employee criteria.



2. Target the response by specifying the following options:

Targeting Option	Description
Name of Library	This will allow you to target the response to employees from a specific work location. On this menu, you can select more than one location if needed.  <i>Note: When you choose a location, it also includes any locations inside that location. For example, if you choose a building, it will include all the floors and offices inside that building.</i>
SyncDataScript	This will allow you to target the response to employees who belong to a specific department. You can select more than one, as well as choose higher-level departments that include lower levels.
EspLogging	This will allow you to target the response to employees that have a specific job role. You can select more than one.
EspImpersonator	This will allow you to target the response to employees that have a specific type of computer, such as a Mac or Windows computer.
EspIntegrationHub	This will allow you to target the response to employees that have a specific type of mobile device, such as an iPhone or Android phone.

3. Click on **SAVE** after editing or adding responses and specifications.
4. Select the checkbox below the **Applies to** menu if you want to mark it as an **Alternative Response**. This is useful when you have some specific response that you have defined with **Applies to** conditions, but also want to make sure you have a targeted response for everyone else. For instance, in the FAQ for company holidays, you can have a unique response for US employees, another unique response for Mexico employee, and a default response for everyone else with this option selected.

☒ Check this box to make this an Alternative Response. An employee will see this response if none of the responses above match the employee criteria.

**Start Date**

**End Date**

5. Enter a **Start Date** and **End Date**. This will allow you to set the time that your response will be active. If you do not define this setting, the response will be displayed all the time.

**Mobile Type**

All

☐ Check this box to make this an Alternative response if none of the response criteria are met.

**Start Date**

07/07/2020

**End Date**

08/07/2020

August 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

- Select a **Start Date** but not an **End Date** will show the response from the day you set it without expiring. This allows you to schedule a response in the future.
- Selecting an **End Date** but not a **Start Date** means the response will be active from now until the end date you set.
- Selecting a **Start Date** and an **End Date** will define the date window your response will be active.
- You can also fix a **Start Date** and an **End Date** for a specific time of a response, and then set a new response with a **Start Date** beginning on the **End Date** of the previous response, to roll over. This way, when one response ends, the other will start.

6. Click on the **SAVE** button when you finish adding conditions.

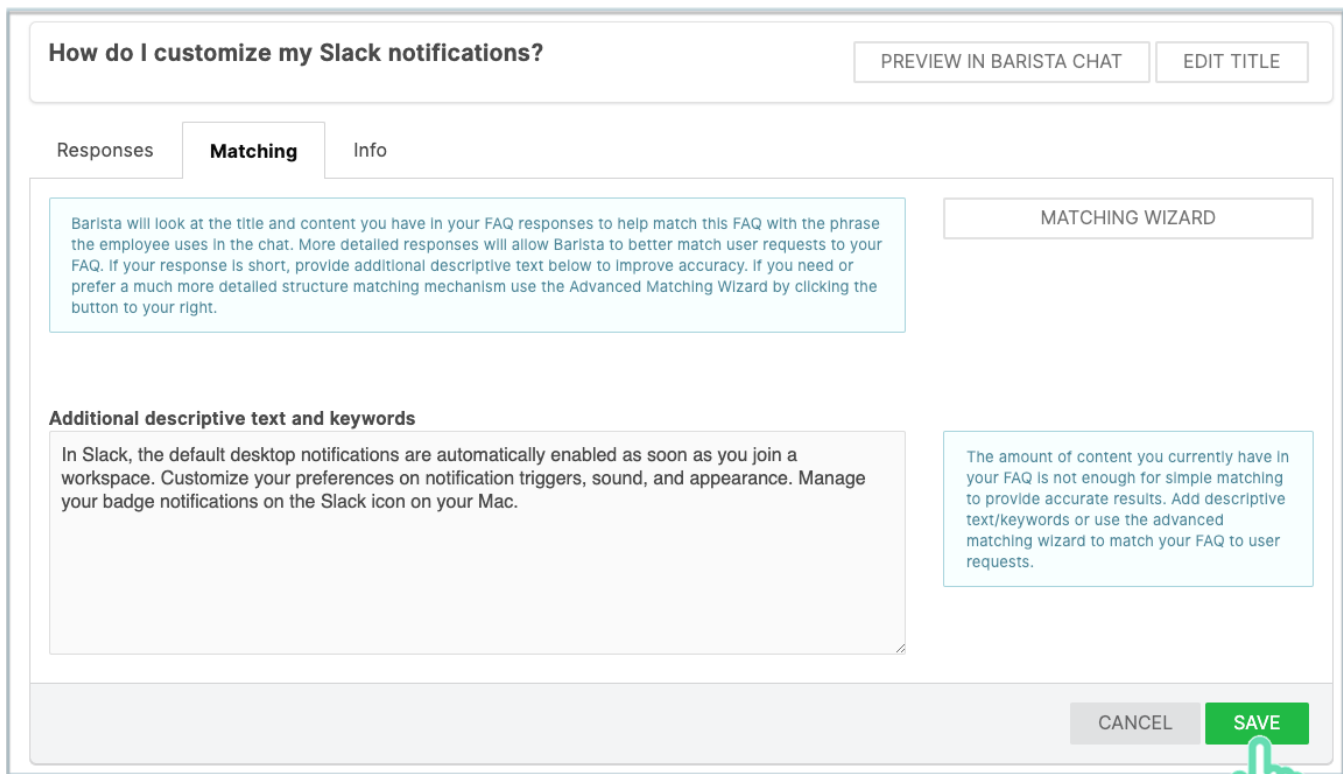
## Matching FAQs

On the **Matching** tab:

1. Click on **ADD DESCRIPTIVE TEXT** to type keywords or a small paragraph about the content of your new FAQ (this is optional). The information you type here will help your new FAQ to match to employee questions that are being asked to Barista.

*Note: If you selected a template at the beginning of creating the new FAQ, this option won't show up.*

2. Click on **SAVE** after adding a description.



The screenshot shows the 'How do I customize my Slack notifications?' FAQ editing interface. At the top right are buttons for 'PREVIEW IN BARISTA CHAT' and 'EDIT TITLE'. Below the title are three tabs: 'Responses', 'Matching' (which is selected), and 'Info'. The 'Matching' tab contains a text box with instructions: 'Barista will look at the title and content you have in your FAQ responses to help match this FAQ with the phrase the employee uses in the chat. More detailed responses will allow Barista to better match user requests to your FAQ. If your response is short, provide additional descriptive text below to improve accuracy. If you need or prefer a much more detailed structure matching mechanism use the Advanced Matching Wizard by clicking the button to your right.' To the right of this text box is a button labeled 'MATCHING WIZARD'. Below the instructions is a section titled 'Additional descriptive text and keywords' with a text area containing the text: 'In Slack, the default desktop notifications are automatically enabled as soon as you join a workspace. Customize your preferences on notification triggers, sound, and appearance. Manage your badge notifications on the Slack icon on your Mac.' To the right of this text area is another text box with a warning: 'The amount of content you currently have in your FAQ is not enough for simple matching to provide accurate results. Add descriptive text/keywords or use the advanced matching wizard to match your FAQ to user requests.' At the bottom right are 'CANCEL' and 'SAVE' buttons. A green hand cursor icon is pointing at the 'SAVE' button.

## Matching Wizard

On the **Matching** tab, you can also find the **MATCHING WIZARD** button to open a menu where you can select a template. Templates correspond to language patterns that include many variations of similar phrasing. Assigning a template is a way to match your FAQ to employee phrases asked to Barista more accurately. If you want to add a template to your FAQ, see our [How to Create FAQs for Espressive Barista](#) guide.

*Note: This is only for FAQs that your company has created. You cannot edit the matching of FAQs that originate from the ELC.*

To edit a Template:

1. On the **Info** tab, you will see the **Description**, **Service Department**, **Category**, **Service Team**, and **Acknowledgement** information previously assigned. To change it, click on the **Edit** button.

The screenshot shows the 'Barista FAQs' interface for the FAQ 'I cannot see shared file on SharePoint'. At the top, there are tabs for 'Responses', 'Matching', and 'Info', with 'Info' being the active tab. To the right of the tabs are two toggle switches: 'Active' (which is turned on) and 'Reviewed' (which is turned off). Below the tabs, there is a header section with the title 'I cannot see shared file on SharePoint' and a subtitle 'Employee is reporting that is unable to see shared files in Sharepoint'. The main content area is divided into five sections, each with a label on the left and a text input field on the right:

- Description:** The input field contains the text 'Employee is reporting that is unable to see shared files in Sharepoint'. A green hand cursor is pointing at the 'EDIT' button in the top right corner of this section.
- Service Department:** The input field contains a hyphen '-' and the placeholder text 'Please choose a suitable Service Team for your FAQ.'
- Category:** The input field contains a hyphen '-' and the placeholder text 'Please choose a suitable category for your FAQ.'
- Service Team:** The input field contains a hyphen '-' and the placeholder text 'If the employee requires help from a help desk agent after reading this response, select the team that would be responsible for providing support.'
- Acknowledgement:** The input field contains the text 'I understand that you can no longer view a SharePoint file from your' and the placeholder text 'Write 1 short sentence to acknowledge the employee's phrase. For instance, for an FAQ called "what is the dress code", a good acknowledgement would be "I understand you are asking about our dress code."'

Option to Edit	Description
Description	Here you can edit the description that helps others understand the purpose of the FAQ you are writing.
Service Department	The Service Department determines which department owns the FAQ. <i>Note: Changing this will also change the routing rule for the FAQ from Barista.</i>
Category	This allows you to enter or change the Category of the FAQ. <i>Note: Your Espressive Admin defines all the categories.</i>
Service Team	The Service Team determines which assignment team or group owns the FAQ. <i>Note: Changing this will also change the routing rule for the FAQ from Barista.</i>
Acknowledgement	This is a short sentence that Barista will say in order to acknowledge what the employee is asking about. For instance, for an FAQ called, "What is the dress code," a proper acknowledgement might be, "I understand you are asking about our dress code."

2. Click on **SAVE** after editing or adding all the information.