

# Navigating and Filtering Inside the FAQ Management Tool

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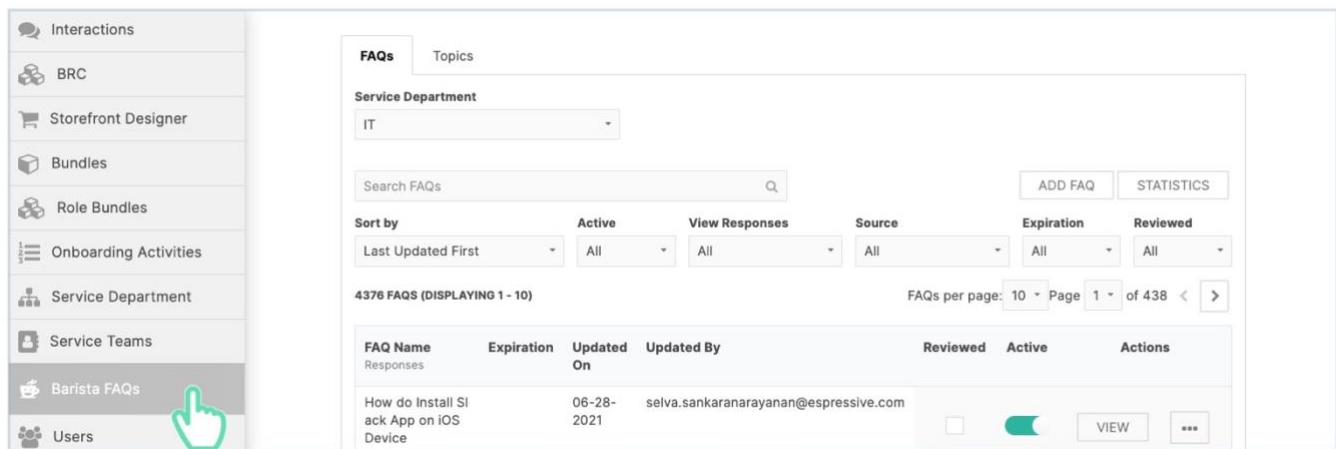
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## Accessing the FAQ Dashboard

1. Open a browser and log in to your Barista environment: <https://<TENANT>.espressive.com>
2. Select **More** from the left-hand menu, then select **Admin**.
3. Hover your mouse on the gray left-sidebar to display the menu.
4. Select **Barista FAQs**.

Here you can see existing FAQs or create one by clicking on the **Add FAQ** button.

*Note: Only FAQ Admins will be able to see this menu item.*



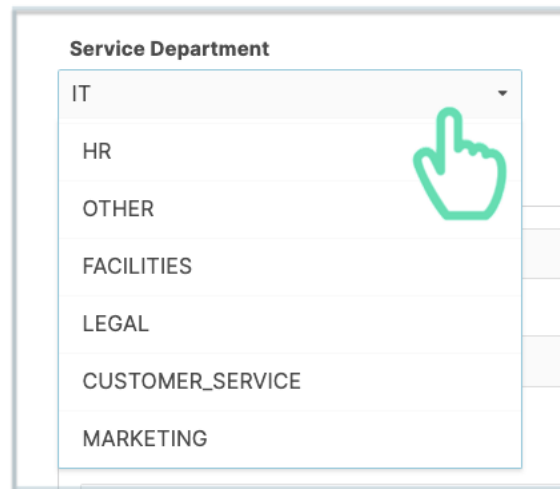
The screenshot shows the Espressive Barista FAQs dashboard. On the left, a sidebar menu lists various options: Interactions, BRC, Storefront Designer, Bundles, Role Bundles, Onboarding Activities, Service Department, Service Teams, Barista FAQs (highlighted with a green hand cursor), and Users. The main content area is titled 'FAQs' and includes a search bar, a dropdown for 'Service Department' (set to 'IT'), and buttons for 'ADD FAQ' and 'STATISTICS'. Below these are filters for 'Sort by' (Last Updated First), 'Active' (All), 'View Responses' (All), 'Source' (All), 'Expiration' (All), and 'Reviewed' (All). A summary line indicates '4376 FAQs (DISPLAYING 1 - 10)' and 'FAQs per page: 10 Page 1 of 438'. The table below lists FAQ entries with columns: FAQ Name, Expiration, Updated On, Updated By, Reviewed, Active, and Actions. The first entry is 'How do I install Slack App on iOS Device' with an expiration of '06-28-2021', updated by 'selva.sankaranarayanan@espressive.com', and a status of 'Active' (indicated by a green toggle switch). A 'VIEW' button and a three-dot menu are visible in the Actions column for this entry.

FAQ Name	Expiration	Updated On	Updated By	Reviewed	Active	Actions
How do I install Slack App on iOS Device	06-28-2021		selva.sankaranarayanan@espressive.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	VIEW ...

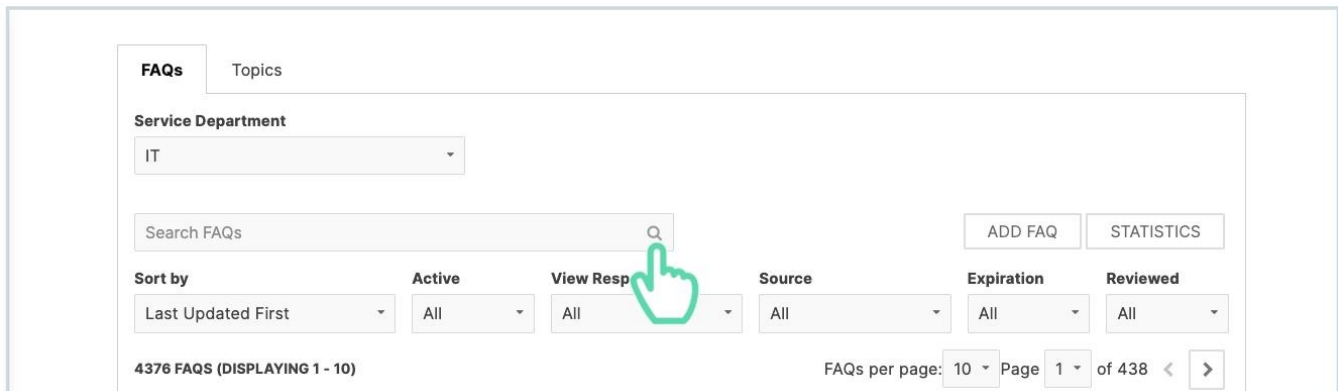
## Search Tools

FAQs are organized by **Service Department**. From the drop-down menu at the top of the dashboard, select which FAQs to see or indicate in which department to create a new one. For example, if your question is related to an internet issue, select IT.

*Note: Depending on your role, you may see different Service Departments.*



Type a sentence in the **Search** bar to find an existing FAQ or before creating a new one, in order to make sure it doesn't already exist. For example, if you search for "How do I install a printer" and you don't find what you're looking for, try it again with a shorter sentence. Or just type "Printer" into the search bar. It will show all the FAQs related to that device.



## Filters

To make a more specific search, use the filters above the list of FAQs:

The screenshot displays the FAQ management interface. At the top, there are tabs for 'FAQs' and 'Topics'. Below the tabs, there's a 'Service Department' dropdown menu currently set to 'IT'. A search bar labeled 'Search FAQs' is positioned next to it, followed by 'ADD FAQ' and 'STATISTICS' buttons. A row of six filter dropdowns is highlighted with a green border: 'Sort by' (set to 'Last Updated First'), 'Active' (set to 'All'), 'View Responses' (set to 'All'), 'Source' (set to 'All'), 'Expiration' (set to 'All'), and 'Reviewed' (set to 'All'). At the bottom of the interface, it indicates '4376 FAQs (DISPLAYING 1 - 10)' and includes pagination controls showing 'FAQs per page: 10', 'Page 1 of 438', and navigation arrows.

- **Updated Date Sort:** Choose the order of the FAQs depending on the updated date, from newest to the oldest or vice versa.
- **Active:** Filter the FAQs by active or non-active. Remember that Barista will ignore a non-active FAQ.
- **View Responses:** This filter returns the FAQs that contain the type of response you selected:
  - **NO ACTIVE RESPONSES:** Use this filter to find the FAQs that currently need a response. It will show all the FAQs that do not have active responses.
  - **RESEARCHED RESPONSES:** Use this filter to find the FAQs that have investigated responses created by the Employee Language Cloud (ELC) team.
  - **CUSTOMER RESPONSES:** Use this filter if you want to see FAQs that contain at least one response created by you or someone in your company.
  - **EXAMPLE RESPONSES:** Use this filter to show which FAQs have sample responses created for pilot testing.  
*Note: most of these will already be disabled for you.*
- **Source:** Use this filter to see only the FAQs created by the ELC, by your organization, or by both.
- **Expiration:** Use this filter to see FAQs that contain responses that are expired or near expiring.
- **Reviewed:** Use this filter to see which FAQs have been reviewed by you or a team member and which ones haven't. By selecting **Yes**, you will only see the FAQs with the reviewed checkmark. By selecting **No**, you will only see the FAQs that haven't been reviewed.

## Statistics/Manage Button

The statistics view is for exploring FAQs with columns based on user activity. The sorting and viewing options allow you to see the most triggered FAQs that do not have a response, so that you can take action and add responses to these popular FAQs. You can also filter the FAQs with the highest case count to focus on improving the FAQs. You can also filter the FAQs with the highest case count to focus on improving the FAQs that are driving the most tickets.

The statistic view of the FAQs also includes capabilities such as viewing and sorting the last triggered date and the percentage of Non-Helpful FAQs.

FAQs

Topics

Service Department

IT

Search FAQs

Q

ADD FAQ

MANAGE

Sort by

Highest Case Count

Active

All

View Responses

All

Source

All

Expiration

All

Reviewed

All

4001 FAQs (DISPLAYING 1 - 10)





FAQs per page: 10

Page 1

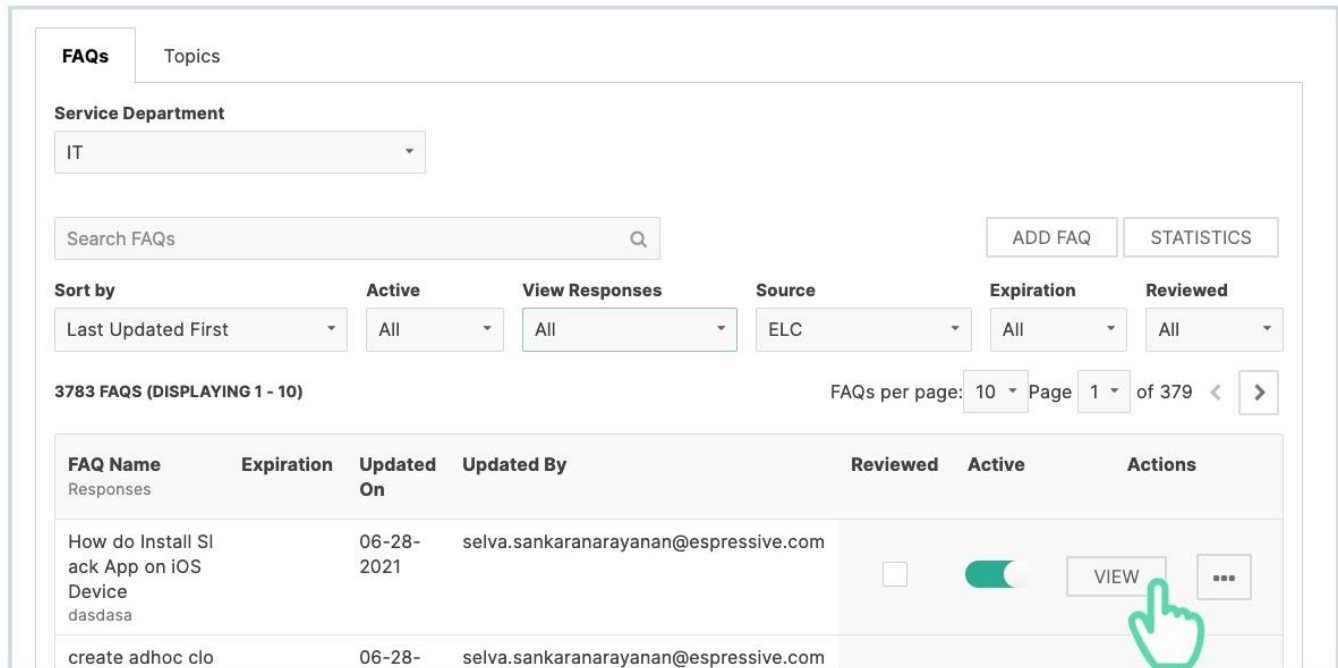
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FAQ Name	Triggered Count	Last Triggered	% Non Helpful	Cases Count	Active	Actions
Laptop is broken	0	a day ago	0	11		<div>VIEW</div> <div>...</div>
I need a DocuSign account	0	N/A	0	7		<div>VIEW</div> <div>...</div>
The corporate Wifi is slow	0	N/A	2	5		<div>VIEW</div> <div>...</div>
Apple Ipad	0	N/A	0	4		<div>VIEW</div> <div>...</div>

The manage view (which is the default view) is optimized with columns about content, so that you can work on FAQs that need content or a review.



The screenshot displays the 'FAQs' management interface. At the top, there are tabs for 'FAQs' and 'Topics'. Below this is a 'Service Department' dropdown menu set to 'IT'. A search bar labeled 'Search FAQs' is present, along with 'ADD FAQ' and 'STATISTICS' buttons. Filter options include 'Sort by' (Last Updated First), 'Active' (All), 'View Responses' (All), 'Source' (ELC), 'Expiration' (All), and 'Reviewed' (All). The interface shows '3783 FAQs (DISPLAYING 1 - 10)' and pagination controls for 'FAQs per page' (10) and 'Page 1 of 379'. A table lists the FAQs with columns: FAQ Name, Expiration, Updated On, Updated By, Reviewed, Active, and Actions. The first FAQ entry is 'How do Install Slack App on iOS Device' with a response 'dasdasa', expiring on '06-28-2021', updated by 'selva.sankaranarayanan@espressive.com'. The 'Reviewed' checkbox is unchecked, and the 'Active' toggle is turned on. A green hand icon points to the 'VIEW' button in the 'Actions' column.

FAQ Name	Expiration	Updated On	Updated By	Reviewed	Active	Actions
How do Install Slack App on iOS Device Responses dasdasa		06-28-2021	selva.sankaranarayanan@espressive.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<button>VIEW</button> <span>...</span>
create adhoc clo		06-28-	selva.sankaranarayanan@espressive.com			

To edit the FAQ, click on the **VIEW** button. This will take you to the FAQ, where you can edit the response or add a new one. Learn more about editing FAQs in our [Managing and Editing FAQs in Espressive Barista](#) guide.

You can also click on the “more options” icon (i.e., the ellipses) and then click on **View Interactions** to navigate to the interactions dashboard and see the list of interactions that match these FAQ.

## Topics

Another way to navigate FAQs is by using the **Topics** tab. Here you can search for FAQs and see them grouped by topic. You can use the **Search** bar or filter FAQs that are Active or in Override.

FAQs **Topics**

cloud

Active: All Override: All

5 TOPICS (DISPLAYING 1 - 5) Topics per page: All Page 1 of 1

Topic/Application	Active	Override	
Adobe Document Cloud and Creative Cloud	Yes	No	<a href="#">VIEW</a>
Cloud Machine	Yes	No	<a href="#">VIEW</a>
Google Cloud	Yes	No	<a href="#">VIEW</a>
icloud	Yes	No	<a href="#">VIEW</a>
JumpCloud	Yes	No	<a href="#">VIEW</a>

DISPLAYING 1 - 5 OF 5 Topics per page: All Page 1 of 1

The Employee Language Cloud (ELC) contains thousands of topics. Override is a functionality that allows you to 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 Program (ESPP), but 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 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. See the list of FAQs on the **Topic/Application** section.
4. Click on the **VIEW** button of any FAQ.
5. Enable the **Override response** toggle.

The screenshot shows the 'Topics' tab in the Espressive interface. At the top, there are tabs for 'FAQs' and 'Topics'. Under 'Topics', the section is titled 'Corporate Expenses' with a link '< BACK TO ALL TOPICS'. To the right, the 'Override response' toggle is turned ON, with a green hand icon pointing to it. Below this, there is a 'Responses' section with an information icon. A response sample is displayed, showing a speech bubble with a coffee cup icon, the text 'Response sample', and the timestamp 'Today at 4:52 PM'. To the right of the response sample is a tag 'HappyDays' and a set of icons: a copy icon, a pencil icon, a delete icon, and a toggle switch. Below the response sample, there is a section titled 'Applies to' with the value 'All'. At the bottom, there are fields for 'Start Date' and 'End Date', both with the placeholder 'mm/dd/yyyy'.

6. Click on the **pencil** icon to edit the response.
7. Once you are done, click on **SAVE**.