

How to Create FAQs for Espressive Barista

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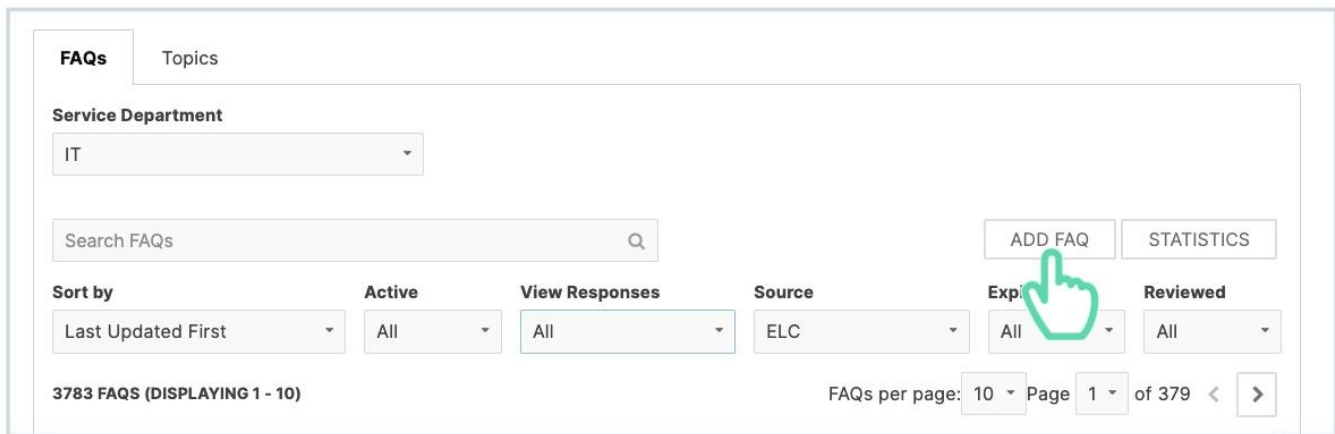
Creating FAQs

Follow these instructions to create a new FAQ for Espressive Barista:

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

Note: Only FAQ Admins can access the Barista FAQ Dashboard.

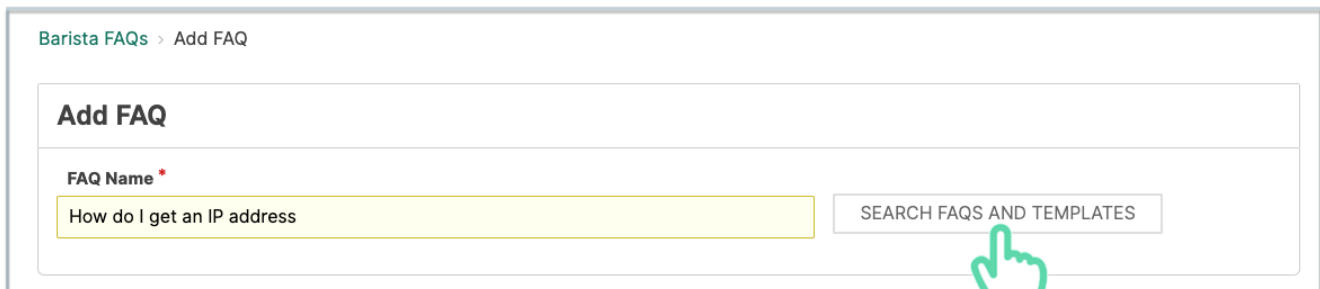
5. Click on the **ADD FAQ** button.



The screenshot shows the 'FAQs' tab selected in the top navigation. Below the tabs, there's a 'Service Department' dropdown menu set to 'IT'. A search bar labeled 'Search FAQs' is present. To the right of the search bar are two buttons: 'ADD FAQ' and 'STATISTICS'. Below these are several filter dropdowns: 'Sort by' (set to 'Last Updated First'), 'Active' (set to 'All'), 'View Responses' (set to 'All'), 'Source' (set to 'ELC'), 'Exp' (set to 'All'), and 'Reviewed' (set to 'All'). At the bottom, it says '3783 FAQs (DISPLAYING 1 - 10)' and 'FAQs per page: 10 Page 1 of 379'. A green hand icon points to the 'ADD FAQ' button.

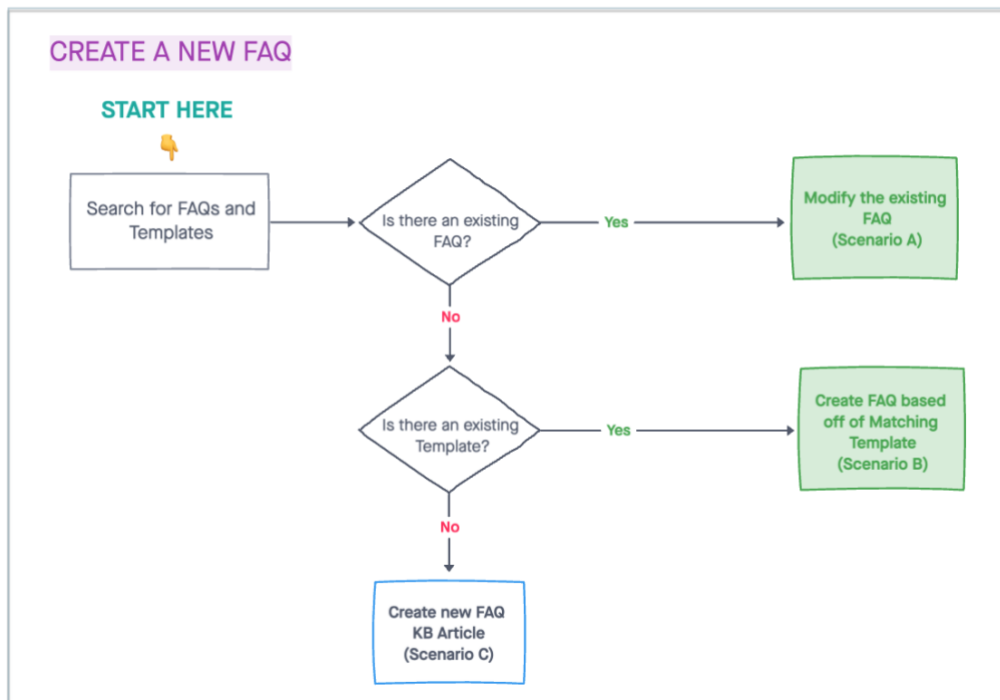
6. Add a name to the FAQ and then click on **SEARCH FAQs AND TEMPLATES**.

The best practice is to name it with a phrase similar to what an employee might ask Barista.



The screenshot shows the 'Add FAQ' form. At the top, it says 'Barista FAQs > Add FAQ'. Below that, there's a section titled 'Add FAQ'. Inside this section, there's a label 'FAQ Name' with a red asterisk. Below the label is a text input field containing the text 'How do I get an IP address'. To the right of the input field is a button labeled 'SEARCH FAQs AND TEMPLATES'. A green hand icon points to this button.

7. Check the diagram below to know which scenario to follow next (A, B, or C):



A. Modify the existing FAQ.

1. Click on **VIEW** to see the responses.
2. Add or modify the existing response.

To edit the response, see the [Editing Responses](#) chapter.

Add FAQ

FAQ Name *

How do I get an IP address

SEARCH FAQs AND TEMPLATES

Modify Existing FAQs

These are FAQs that have already been created that could be relevant. In order to prevent matching conflicts or duplicate content creation you should modify an existing FAQ before you create a new one.

FAQ Name	Expiration	Updated On	Updated By	Reviewed	Active	
Company Address		11/05/2019	daniel@espressive.com	No	Yes	<input type="button" value="VIEW"/>
General - change my address		06/29/2021	selva.sankaranarayanan@espressive.com	No	Yes	<input type="button" value="VIEW"/>

- B. To create a new FAQ based on matching template, select the template that best fits your new FAQ. If there is no matching template, follow the instructions scenario C.

Create FAQ based off of Matching Template

These are matching templates that are relevant to your FAQ. Assign keywords to a matching template and create your response to get started.

Template	Example Matches	
Employee wants to install an mac		<input type="button" value="SELECT"/>
Employee cannot view shared file from mac	mac shared folder is gone., I cannot open the pdf in mac., I can't find the team folder in mac., I cannot view the document in mac on my phone.	<input type="button" value="SELECT"/>
Employee wants to know what kind of files can be uploaded to mac	Is there a limit of how many files can be uploaded to mac?, My file is too big to upload to mac., Can I upload a spreadsheet to mac?, What kind of files can I upload to mac?	<input type="button" value="SELECT"/>
Employee wants to access shared file or folder from mac	I am unable to access a file in mac from my phone., How can I gain access to a shared pdf in mac?, I want to request access to mac shared folder., I need to access a team folder in mac.	<input type="button" value="SELECT"/>
Employee wants to know how to cancel a meeting room in mac	Help me remove a meeting room in mac., I need to cancel a meeting room, how to do it in mac?, How do I cancel a conference room in mac?	<input type="button" value="SELECT"/>

- C. If the FAQ you need does not correspond to any of the existing templates or existing FAQs, you can continue by clicking on the **CREATE FAQ KB ARTICLE** button.

Add FAQ

Modify Existing FAQs

These are FAQs that have already been created that could be relevant. In order to prevent matching conflicts or duplicate content creation you should modify an existing FAQ before you create a new one.

FAQ Name	Expiration	Updated On	Updated By	Reviewed	Active	
The guest Wifi is not working		06/13/2020	support@espressive.com	No	Yes	<input type="button" value="VIEW"/>
What is my IP Address		06/13/2020		No	Yes	<input type="button" value="VIEW"/>
How do I get an IP address		06/13/2020		No	Yes	<input type="button" value="VIEW"/>
Update Outlook profile		06/13/2020	jason@espressive.com	No	Yes	<input type="button" value="VIEW"/>
General - change my address		06/13/2020	alex@espressive.com	No	Yes	<input type="button" value="VIEW"/>

Create new FAQ

Create a new FAQ with no existing content or previous matching.

Editing Responses

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

1. Change the title of your FAQ anytime you need by clicking on the **EDIT TITLE** button.
2. Before adding a response, check if there is already a **Response sample** for you to edit. If there is, just click on the pencil icon.

The screenshot shows the 'Barista FAQs' interface. At the top, there's a breadcrumb 'Barista FAQs > How do I get an IP address' and a toggle switch for 'Active' (checked) and 'Reviewed' (unchecked). Below this is a card for the FAQ 'How do I get an IP address' with the description 'Employee is requesting an IP address'. Underneath, there are three tabs: 'Responses' (selected), 'Matching', and 'Info'. A light blue box contains instructions: '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.' To the right of this box is an 'ADD RESPONSE' button. Below the instructions, there's a response card. It has a chat bubble icon on the left with the text 'Example response' and 'Today at 11:57 AM'. To the right of the chat bubble is a gray label 'Barista June Release'. Further right are three icons: a copy icon, a pencil icon (highlighted with a green hand cursor), and a delete icon (X). To the right of these icons is a toggle switch. Below the icons, there's a section titled 'Applies to' with the value 'All'. At the bottom, there are two date pickers labeled 'Start Date' and 'End Date', both showing 'mm/dd/yyyy'.

3. To **Delete** a response, click on the **X** icon.

Note: You can only edit or delete responses that your organization has created, not ones created by the Employee Language Cloud (ELC). The gray label in the middle indicates if the ELC or someone at your company created the response.

4. 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, you can duplicate an ELC response (that is not editable) to create a new response that you can then edit and fine-tune.

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

5. If there are many responses to 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 doesn't 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

6. 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

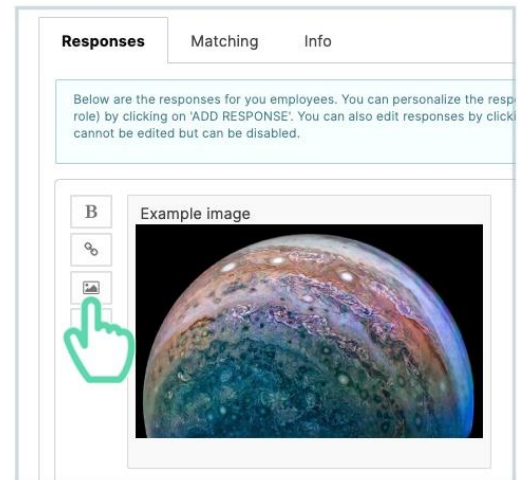
External Link

File Link

Email Link

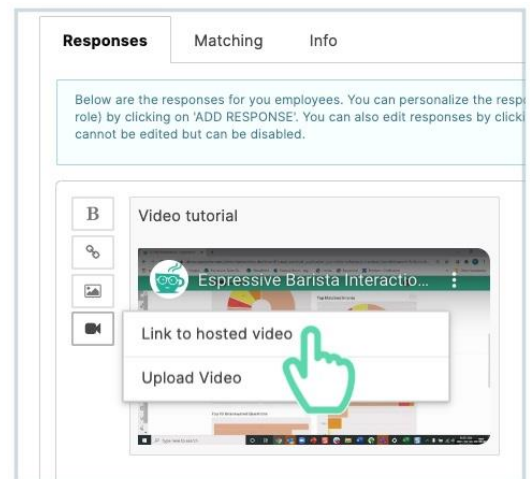
- Add an image to your response by selecting the **Image** icon.

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.



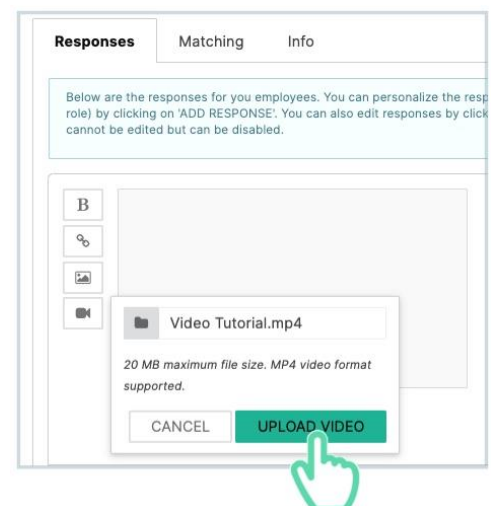
- Add a video from a link by clicking on the **Camera** icon. Just select **Link to be hosted video** then enter the URL of the video and click on **ADD VIDEO**.

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.



7. Click on the **PREVIEW IN BARISTA CHAT** button 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.

Barista FAQs > How do I get an IP address

☒ Active ☐ Reviewed

How do I get an IP address


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 4:24 PM




familylties

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 it out, by default, it will show the response to everyone,

Note: If your FAQ does not have a Matching Wizard template, it will not respect the conditions you add here. Learn how to add a template in the [Matching FAQs](#) chapter.

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:

Target Option	Description
Location	<p>allow you to target the response to employees from a specific work location. On nu, you can select more than one location if needed.</p> <p><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></p>
Departments	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.
Job Roles	This will allow you to target the response to employees that have a specific job role. You can select more than one.
Computer Type	This will allow you to target the response to employees that have a specific type of computer, such as a Mac or Windows computer.
Mobile Type	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. Mark the checkbox below the **Applies to** menu if you want to mark it as an **Alternative Response**. This is useful when you have a 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.

The screenshot shows a configuration window titled "Mobile Type". It includes a dropdown menu set to "All", a radio button option to "Check this box to make this an Alternative response if none of the response criteria are met", and two date input fields. The "Start Date" field is set to "07/07/2020". The "End Date" field is set to "08/07/2020" and is highlighted with a blue border. A calendar widget for August 2020 is open, showing the date 7th (Friday) selected.

- Selecting 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 begin.
6. Click the **SAVE** button when you finish adding conditions.

Matching FAQs

Using Standard Matching vs Using the Matching Wizard

Using the standard matching is easier because it uses the title, the content of the response, and the additional descriptive text to match the FAQ to the employee phrases asked to Barista. The disadvantage is that, if there are many similar articles with similar content, Barista may have to show the employees multiple results, and the employee would have to choose.

The Matching Wizard uses a template instead of the content of the FAQ. Templates correspond to language patterns that include many variations of similar phrasing. Assigning a template is a way you can match your FAQ to an employee phrase asked to Barista more accurately. It also has a slightly improved experience where Barista will show only one answer because we are more confident in the results.

We recommend you use the Matching Wizard for your FAQ, if there is a corresponding template. However, if your FAQ does not have a template, then the standard matching will work.

For example, if your FAQ is about "X application is slow," there is already an existing corresponding template for software being slow. However, if your FAQ is about "How to turn off notifications for X application" and we don't have a template, in that case, you should use the standard matching.

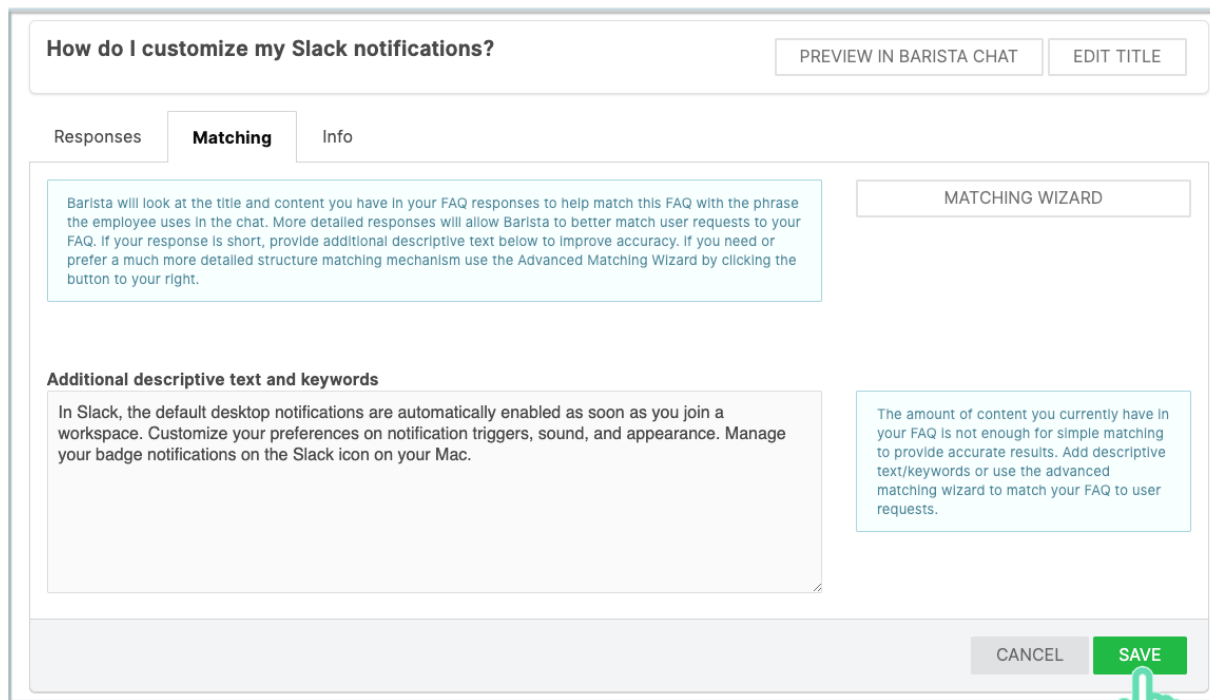
Note: This is only for FAQs that your company has created. You cannot edit the matching FAQs that originate from the Employee Language Cloud (ELC), but you can disable them.

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 a web interface for editing an FAQ titled "How do I customize my Slack notifications?". 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".

In the "Matching" tab, there is a light blue informational box on the left stating: "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 box is a button labeled "MATCHING WIZARD".

Below the informational box 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 light blue informational box stating: "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 of the form are two buttons: "CANCEL" and "SAVE". A green hand cursor icon is pointing at the "SAVE" button.

Using the Matching Wizard

To assign a template:

1. Click on the **MATCHING WIZARD** button.
2. Select a **Category** and then a **Keyword** in order to see the available Template. For example:
 - If your FAQ is related to installing a printer, you may want to search for “printer” and select IT_Resources as the Category.
 - If your FAQ is about how to manage a Slack channel, you may want to search for “Slack” and select either Apps or IT_Resources as the Category, depending on the content of your FAQ.
 - If your FAQ is associated with a company holiday, you may want to search for “holiday” and select either HR_Holidays or HR_Benefits as the Category, depending on the content of your FAQ.

Matching Wizard

Exit

Categories

Explore groups of keywords relevant to your FAQ.

Apps

List of Barista supported applications

4 Keywords Found

Slack, slack bot, slack, slackbot

[Request a missing keyword list](#)

3. Select the **Template** that best fits your FAQ.

Matching Wizard

Exit

Categories

Explore groups of keywords relevant to your FAQ.

Apps

List of Barista supported applications

5 Keywords Found

slackina, Slack, the slack, slack, slack messaging

IT_Resources

List of shared IT resources

5 Keywords Found

slack workspace, slack channel, slack group, channel for slack, slackworkspace

Keywords (2)

Find the most important keyword specific to your FAQ and explore/add synonyms specific to your organization.

slack channel

slack workspace

Synonyms for: slack channel

Synonyms are words that are generally considered equivalent to the selected keyword. You may also add terms that are unique to your organization

1. channel for slack

2. channel in slack

3. slack channel

4. slack group

Templates

Select a template for your FAQ

An IT shared <slack channel> is not working

Employee has questions related to how to manage an IT <slack channel>

Employee is looking for the location of a shared <slack channel>

Employee is looking to request a new or delete and existing <slack channel>

Employee wants to add someone to a shared <slack channel>

Employee wants to remove someone from shared <slack channel>

Employee wants to share a <slack channel> with others

[Request a missing keyword list](#)

[Manage keywords and synonyms](#)

[Manage Synonyms](#)

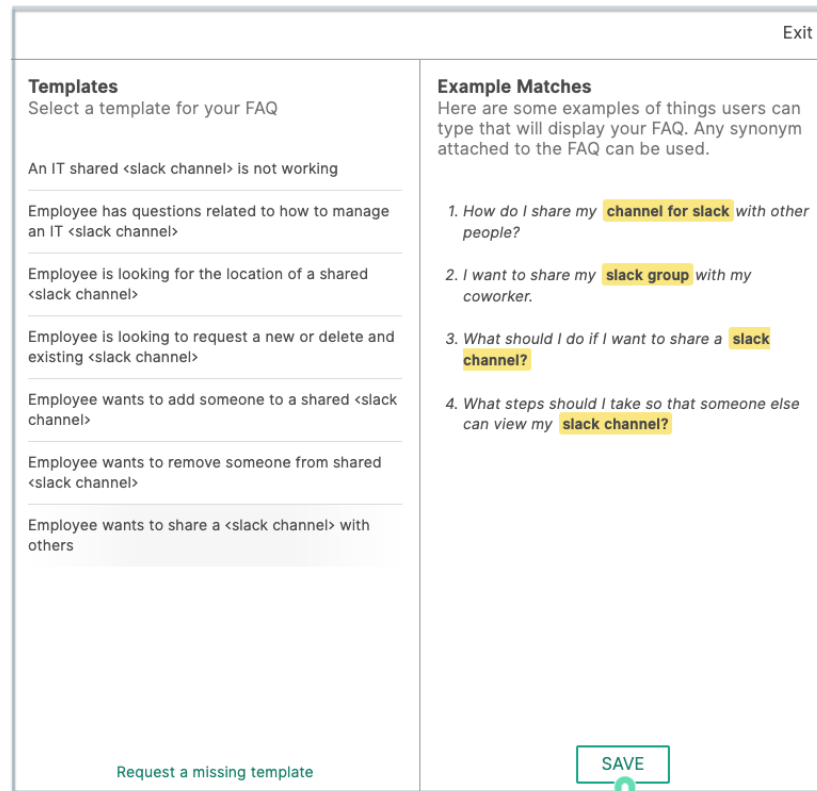
[Request a missing template](#)

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Release Notes for Espressive Barista

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4. See the **Example Matches** that users can type that will display your FAQ when selecting this Template.



The screenshot shows a configuration window for an FAQ. It has an 'Exit' button in the top right corner. The window is divided into two main sections. The left section, titled 'Templates', contains a list of seven templates for selecting a template for the FAQ. The right section, titled 'Example Matches', contains a list of four example questions that users can type to trigger the FAQ. At the bottom of the window, there is a 'Request a missing template' link on the left and a 'SAVE' button on the right, which is highlighted with a green hand cursor.

Templates
Select a template for your FAQ

- An IT shared <slack channel> is not working
- Employee has questions related to how to manage an IT <slack channel>
- Employee is looking for the location of a shared <slack channel>
- Employee is looking to request a new or delete and existing <slack channel>
- Employee wants to add someone to a shared <slack channel>
- Employee wants to remove someone from shared <slack channel>
- Employee wants to share a <slack channel> with others

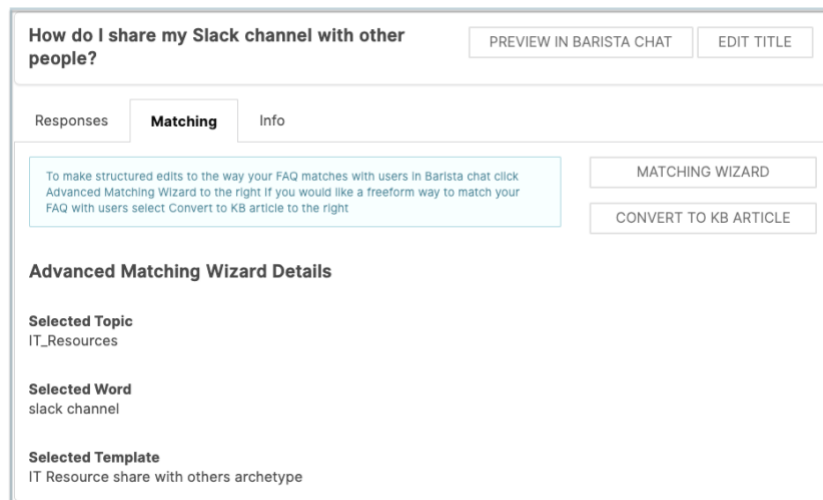
[Request a missing template](#)

Example Matches
Here are some examples of things users can type that will display your FAQ. Any synonym attached to the FAQ can be used.

1. How do I share my **channel for slack** with other people?
2. I want to share my **slack group** with my coworker.
3. What should I do if I want to share a **slack channel?**
4. What steps should I take so that someone else can view my **slack channel?**

SAVE

5. Click **SAVE** when finished.
6. Now you will see your configuration on the **Matching** tab:
- **SELECTED TOPIC:** Here you will see the chosen Category.
 - **SELECTED WORD:** Here you will see the chosen Keyword.
 - **SELECTED TEMPLATE:** This is the name of the chosen template for your FAQ.



The screenshot shows the 'Matching' tab of the FAQ configuration interface. The title is 'How do I share my Slack channel with other people?'. There are two buttons: 'PREVIEW IN BARISTA CHAT' and 'EDIT TITLE'. Below the title, there are three tabs: 'Responses', 'Matching' (selected), and 'Info'. A light blue box contains a message about the Advanced Matching Wizard. To the right of this box are two buttons: 'MATCHING WIZARD' and 'CONVERT TO KB ARTICLE'. Below these is the 'Advanced Matching Wizard Details' section, which shows the 'Selected Topic' as 'IT_Resources', the 'Selected Word' as 'slack channel', and the 'Selected Template' as 'IT Resource share with others archetype'.

How do I share my Slack channel with other people? [PREVIEW IN BARISTA CHAT](#) [EDIT TITLE](#)

Responses **Matching** Info

To make structured edits to the way your FAQ matches with users in Barista chat click Advanced Matching Wizard to the right. If you would like a freeform way to match your FAQ with users select Convert to KB article to the right.

[MATCHING WIZARD](#) [CONVERT TO KB ARTICLE](#)

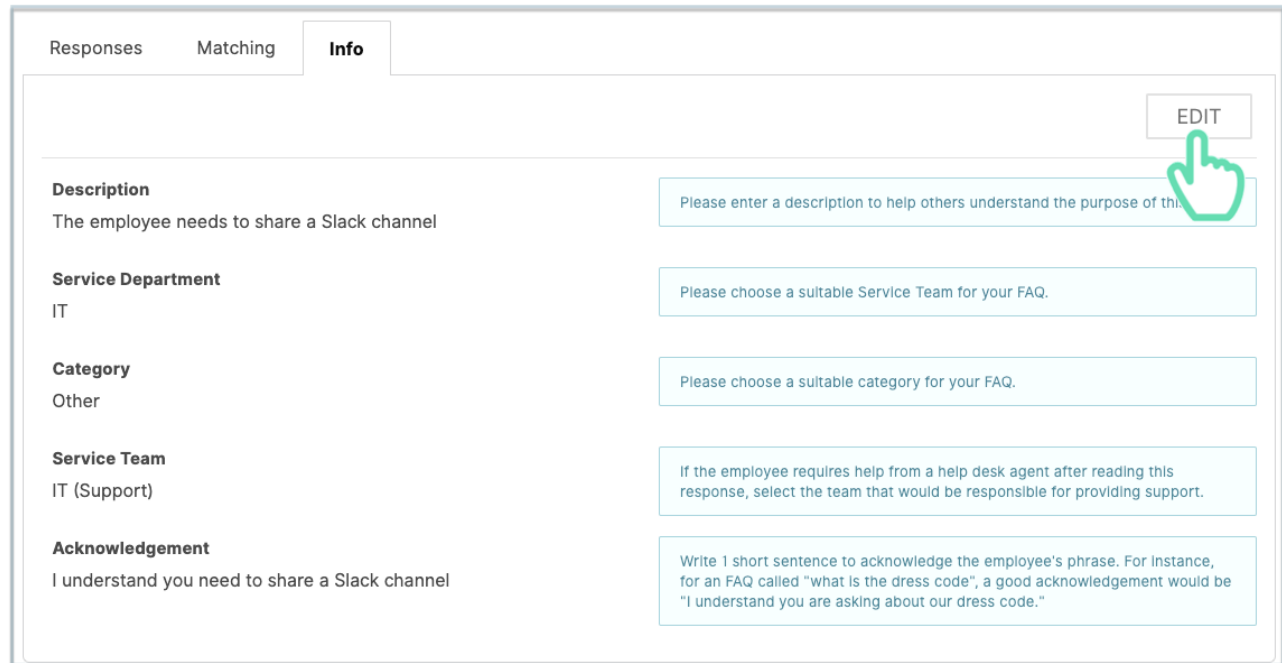
Advanced Matching Wizard Details

Selected Topic
IT_Resources

Selected Word
slack channel

Selected Template
IT Resource share with others archetype

7. On the **Info** tab, you will see the **Description**, **Service Department**, **Category**, **Service Team**, and **Acknowledgement** information previously assigned. To make changes, click on the **EDIT** button.



Responses Matching **Info**

EDIT

Description
The employee needs to share a Slack channel

Please enter a description to help others understand the purpose of this FAQ.

Service Department
IT

Please choose a suitable Service Team for your FAQ.

Category
Other

Please choose a suitable category for your FAQ.

Service Team
IT (Support)

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
I understand you need to share a Slack channel

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."

Options 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."

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

Helpful Keyword List

Options to Edit	Description	Example Words
Apps	List of common apps in the market today.	<ul style="list-style-type: none"> ▪ Salesforce ▪ Microsoft Outlook ▪ Zoom ▪ Slack
IT_Devices	Main technology devices provided to employees.	<ul style="list-style-type: none"> ▪ Laptop ▪ Monitor ▪ Mac ▪ Keyboard
IT_Accessories	Typically, complementary items and consumables that work with devices.	<ul style="list-style-type: none"> ▪ Docking Stations ▪ Dongles ▪ Cables ▪ Batteries
IT_Resources	Resources or generic services provided by IT.	<ul style="list-style-type: none"> ▪ Mailing List ▪ Printer ▪ Calendar
IT_Network_Resources	Used specifically for internet or network related resources.	<ul style="list-style-type: none"> ▪ Wi-Fi ▪ Guest Wi-Fi
IT_error_msg	For creating FAQs to respond to specific error messages.	<ul style="list-style-type: none"> ▪ Unable to connect to email server
IT_MailList_Names	Used for recognizing mailing list related intents, where employees might mention a mailing list.	<ul style="list-style-type: none"> ▪ SalesUS ▪ NA_All_Emp
IT_List_ReportNames	Used for recognizing topics and issues related to reports.	<ul style="list-style-type: none"> ▪ TPS Report
IT_email_topics	Used for recognizing topics and issues related to email.	<ul style="list-style-type: none"> ▪ BCC ▪ Signature
IT_Policies	List of IT policies for questions and FAQs where the policy is mentioned.	<ul style="list-style-type: none"> ▪ BYOD policy
IT_App_Addons	List of application components related to integration.	<ul style="list-style-type: none"> ▪ Plugin ▪ Tools ▪ Players ▪ Add-in
IT_Office_Topics	List of office suite related topics to help with issues.	<ul style="list-style-type: none"> ▪ Worksheet ▪ Pivot Table

How to Request a New Keyword List for the Matching Wizard

It is possible that, when browsing the available Categories, you don't find the right Keyword List for the FAQ that you have in mind. When this happens, you can ask the Espressive Admin of your company for help. If it seems like the Employee Language Cloud library (available to all customers) would benefit from a new standard list, you can request it by following these steps:

1. Go to the **Matching** tab of the FAQ and click on the **Matching Wizard** button.
2. Click on **Request a missing keyword list** located at the bottom of the menu.
3. Enter the **Keyword** you need and a **List Description** so we can have one of our Employee Language Cloud team members work with you to create one.
4. Click **SEND**.

Matching Wizard

Exit

Search

Q

Categories

Explore groups of keywords relevant to your FAQ.

Apps

List of Barista supported applications

bms.continue

continue

bms_IT_setup_topics

words that are commonly used in phrases that have to do with setting up an application

Car_Models

Confusing

DexApps

dexcom.it.ous

Drive.Letter

eddieentity

elc_marketing_services

Request a missing keyword list

Request a list of Keywords

If you have not found a keyword list that works for your use case, please give us information about what you are trying to do, so we can have one of our ELC team member work with you to create one.

Keyword

Languages

List Description

English, French, Spanish

24/300

SEND



Expanding a Keyword List

If you find a Keyword List you need, but you do not see the specific Keyword you are looking for, you can add it to the list. To do so, go to the menu after selecting **Category** and click on **Manage keywords and synonyms** located at the bottom of the list.

Here you can add or edit Keywords.

Matching WizardExit

entity_cesnietor

Facility_building_rooms
Entity that includes different parts of a building

Feedback.Options

Finance_Expense_Items
Entity that covers all expense related values

finance_po_actions
common actions available for purchase orders

Finance_Services
Entity that cover all employee facing services

FutbolMexicano
Entity for Testing

hardware

HR_Benefits
List of HR Benefits

hr_contest_types
List of active contests or challenges within a company

HR_Corporate_Profile_Data
All items related to company information

[Request a missing keyword list](#)

Keywords (5)
Find the most important keyword specific to your FAQ and explore/add synonyms specific to your organization.

cheese
computer
keyboard
mobile phone
monitor
[Manage keywords and synonyms](#)



To edit the keywords:

1. Click on the **pencil** icon next to the word to retype it.
2. Click on the **X** button to delete a Keyword.
3. Click on the **ADD** button to add a new Keyword.

To add, type in the new Keyword and then click on **SAVE**.

Manage keywords and synonyms for [hardware] Exit

Keywords (4)
Find the most important keyword specific to your FAQ and explore/add synonyms specific to your organization.

1. *computer*

2. *keyboard*

3. *mobile phone*

4. *monitor*

5.

Synonyms (0)
Synonyms are words that are generally considered equivalent to the selected keyword. You may also add terms that are unique to your organization

CANCEL SAVE



- After you add a new Keyword, it will automatically be added as a Synonym. If you want to add another **Synonym** to the list, click on the **Add** button on the Synonym menu.

Manage keywords and synonyms for [hardware] Exit

Keywords (5)
Find the most important keyword specific to your FAQ and explore/add synonyms specific to your organization.

Browse keywords...

- 1. computer
- 2. keyboard
- 3. mobile phone
- 4. monitor
- 5. mouse

Synonyms (1)
Synonyms are words that are generally considered equivalent to the selected keyword. You may also add terms that are unique to your organization

- 1. mouse

ADD **ADD**

- Enter the new Synonym or the alternate spelling of the Keyword, and then click on **SAVE**.
- After you finish adding new Keywords and saving them, click **Exit**.

Requesting a Missing Template

It is also possible that, after selecting or adding the correct Keyword from a Keyword List, you do not see a template that corresponds to the intent of your FAQ. If this is the case, you should not just pick any other template. Instead, you can ask your Espressive Admin to create a template for you, or if the template seems like it could benefit other people, you can request a new template from the Employee Language Cloud team.

To request a new template:

1. Click on **Request a missing template** on the bottom of the **Templates** menu.
2. Add a description and example questions.
3. Send the request so the ELC Team can create a new template for you.

Matching Wizard

Exit

hardware

HR_Benefits
List of HR Benefits

hr_contest_types
List of active contests or challenges within a company

HR_Corporate_Profile_Data
All items related to company information

HR_doctor_professions
types of doctors for all benefits

HR_Employee_Profile_Data
All of the fields that comprise the employee profile

HR_Holidays
All holiday information across all geos

hr_sports_events_clubs_list
Used for intents related to company sports, events or clubs

HR_violation
All forms of ways to represent an HR violation

IT_Accessories
list of secondary devices used by end users

Request a missing keyword list

Keywords (5)

Find the most important keyword specific to your FAQ and explore/add synonyms specific to your organization.

Browse keywords...

computer

keyboard

mobile phone

monitor

mouse

Manage keywords and synonyms

Synonyms for: mouse

Synonyms are words that are generally considered equivalent to the selected keyword. You may also add terms that are unique to your organization

1. mouse

Add Additional Synonyms

You can add synonyms for your keyword

ADD SYNONYMS

Manage Synonyms

Templates

Select a template for your FAQ

Request a missing template



Dos and Don'ts When Creating a New FAQ

Dos	Don'ts
When there is no matching Template, do use the standard matching.	Don't make similar FAQs that may compete with each other.
Do have many responses when you have unique answers for different sets of employees.	Don't create a different response because your response is long.
Do make sure to choose a Template that best suits the intention of the FAQ.	Don't select a template that does not align with the intention of the FAQ.
Do browse the existing Keyword Lists, Keywords, and Synonyms before adding new ones.	Don't risk adding a duplicate word or list, which might confuse Barista.