FAQ Management Tool

The FAQ Management Tool is an industry first technology that is intuitive and easy to use. Unlike competitive solutions that require knowledge base articles to be submitted to the vendor, Espressive customers control their own destiny by creating, updating, or retiring FAQs on their own.

As a result, Espressive Barista content updates can be completed in minutes, saving organizations countless hours and significant cost from highly skilled developers, data scientists, and computational linguists. This is extremely important because things are always changing—whether new tools, new processes, or new benefits, you have to have a tool that can keep up in real time.

Intuitive and Easy to Use

Espressive provides the only conversational AI platform that enables subject matter experts (SME) to easily create, edit, or delete content without requiring any assistance from IT, the ITSM team, or the vendor. Just type in a sample phrase and the SME is guided through the steps. And because it is so easy to use, SMEs can implement critical content updates in the timeframe they are required. Some examples are:

- Create content based on the launch of a new application (e.g., Office 365)
- Update company policies to conform to changing requirements
- Update new legal guidelines that need to be put in place immediately
- Instantly update company holidays for every country on January 1

Dynamic KB Import

Barista can ingest and process thousands of enterprise wide knowledge articles in seconds, understand the content, and connect it to the Barista Employee Language Cloud. With many AI toolkits on the market, the author of a new knowledge article would need to inform a technical machine learning resource of the new content, which would lead to some type of AI training process and required testing. Since organizations are constantly creating new knowledge articles, this can delay the process of getting new content to employees by days, or even weeks. Barista speeds up this process by instantly detecting new or updated knowledge base articles and automatically consuming them, meaning content updates can be completed in minutes.

Democratized Content

The FAQ Management Tool is the only solution that democratizes content management to any authorized subject matter expert at any technical level across service departments (e.g., IT, HR, Finance) and service teams (e.g., Level 1 Support, Applications, Network). When knowledge owners are responsible for updates, there is a greater likelihood that information will be timely and accurate—so the help desk can focus on solving issues.

Additional Features

Matching Wizard	The Matching Wizard leverages the power of NLP to ensure a new FAQ response will show up when your employees ask a related question, simplifying a complex process.
Answer Preview	SMEs use the FAQ Management Tool interface to review newly created or updated answers before posting anything public to be seen by employees.
Time Specific Responses	SMEs can set FAQ responses for specific periods of time and have answers roll over automatically when needed.
Employee Language Cloud Synch	Content that has been customized by customers will not be voided when content updates from the Employee Language Cloud* occur. With some competitors, personalized content may be overwritten or lost.

* Barista comes on day one understanding billions of employee phrases across the enterprise because of the Employee Language Cloud. Customers can customize content within the Employee Language Cloud and, although we do regular updates to add new content, customized content will remain intact.

Customer Documentation

Our step-by-step documentation walks customers through use of the FAQ Management Tool.

How to Create FAQs for Espressive Barista

Managing and Editing FAQs in Espressive Barista

Navigating and Filtering Inside the FAQ Management Tool