

How to Set Up Instant Answers

1. Overview

Instant Answers is an AI-powered feature in **Bsharp Converse** that allows users to ask questions and get **quick answers** from uploaded documents and configured channels. Admins set up answer channels with knowledge content and experts, enabling users to find information instantly without searching through files.

<https://bsharpcorp.com/converse/instant-answers/>

https://www.youtube.com/embed/6z_uCzFCULU?si=ly8qvvgm0AUfgRm0

2. When to Use This?

When to use:

- When users frequently ask repetitive or common questions
- When quick access to product, policy, or training information is required
- When knowledge is spread across multiple documents

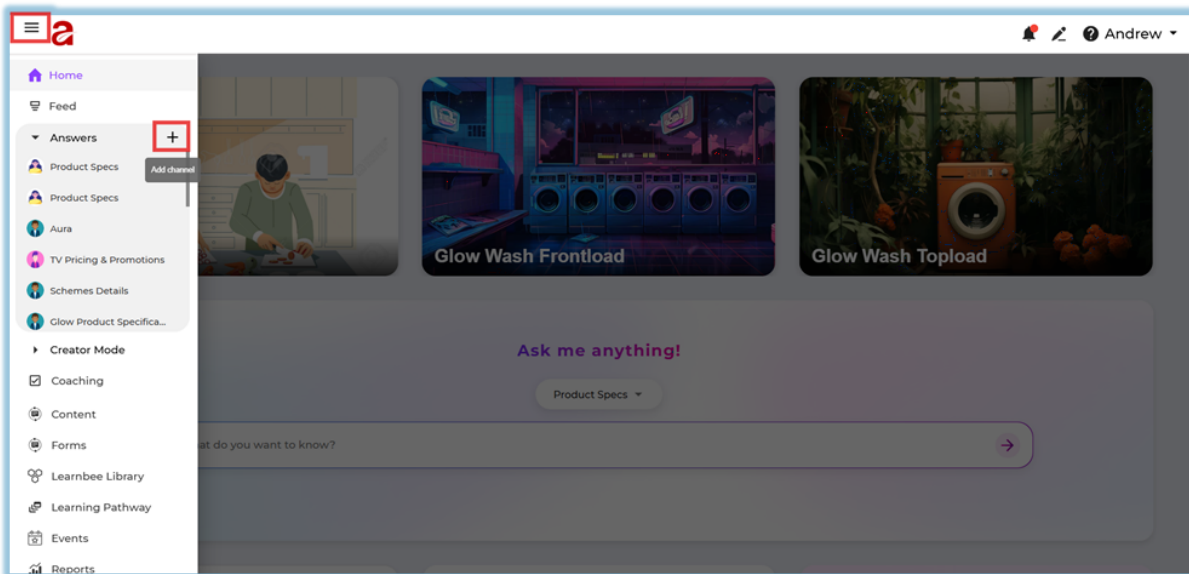
3. Concepts

- **Instant Answers:** AI chat interface that responds based on uploaded content
 - **Channel:** A category under Answers (e.g., Product Specs, Aura)
 - **Channel Expert:** Subject matter expert responsible for the channel
 - **Knowledge Base:** Documents uploaded to train the Instant Answers
 - **Tone:** Style of AI responses (Neutral, Professional, Friendly, etc.)
 - **Publish To:** Controls who can access the channel (Admin / All)
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4. Setup Guide

Follow these steps to set up Instant Answers:

1. Click on the **three-line (hamburger) menu** on the top left.
2. From the left panel, click on **Answers**.
3. Click the **“+” (Add Channel)** icon next to Answers



4. Enter the **Channel Name, Character Name, & Character Description.**

Channel Name*	Product Specs	⊗
Character Name*	Product Trainer	⊗
Character Description*	You are a Trainer. You help frontline ISDs understand product specifications, comparisons, and features clearly and accurately based on the uploaded Product Knowledge Base. ⊗	

5. Configure the following settings:
 - **Channel Weightage** (Low to High)
 - **Conversation Style** (Factual ↔ Creative)
 - **Select Tone** (Neutral, Professional, Friendly, etc.)
6. Under **Publish To**, select:
 - Admin or All

Channel Weightage

Low 1 5 10 High

Conversation Style

Factual 0 0.5 1 Creative

Select Tone

Neutral Humorous Empathetic Informative Sarcastic Playful Friendly Professional

Publish To*

Admin All Unpublish

7. Add **Channel Experts** (minimum 1, maximum 5).

Channel Expert's (1/5)*

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8. Upload documents under **Add your knowledge base here**.

9. Click **Save** to activate the channel.

Add your knowledge base here

Upload Document Documents added: 3

Save

Product Specs Refresh Documents Upload Document Save & Chat

ID	Document Name	Type	Status	Uploaded on	Actions
1	SmartCool_Product_Reference	pdf	Processed	Oct 12, 2025, 10:13:37 PM	
2	Good to Great 1810	pptx	Processed	Oct 30, 2025, 4:11:28 PM	
3	what-is-the-feature-of-the-kitchen-device.txt	text	Processed	Nov 11, 2025, 9:45:38 AM	

Once saved, the channel becomes available under Instant Answers.

5. User View

- The **“Ask me anything!”** chat box is displayed

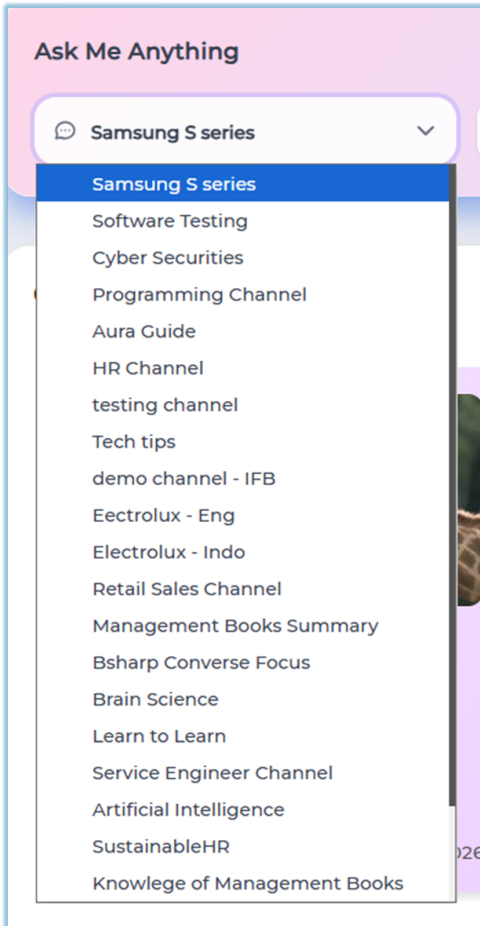
Ask Me Anything

Samsung S series

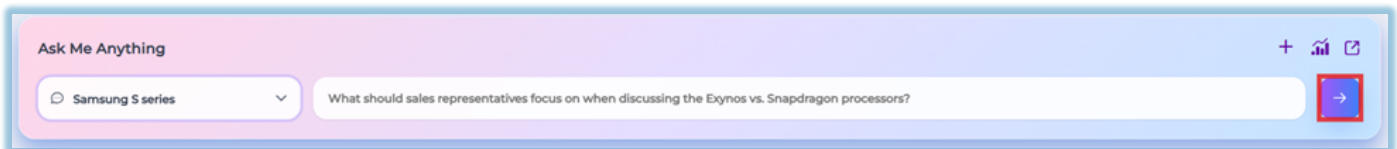
What is the Personal Data Engine, and how does it relate to privacy?

→

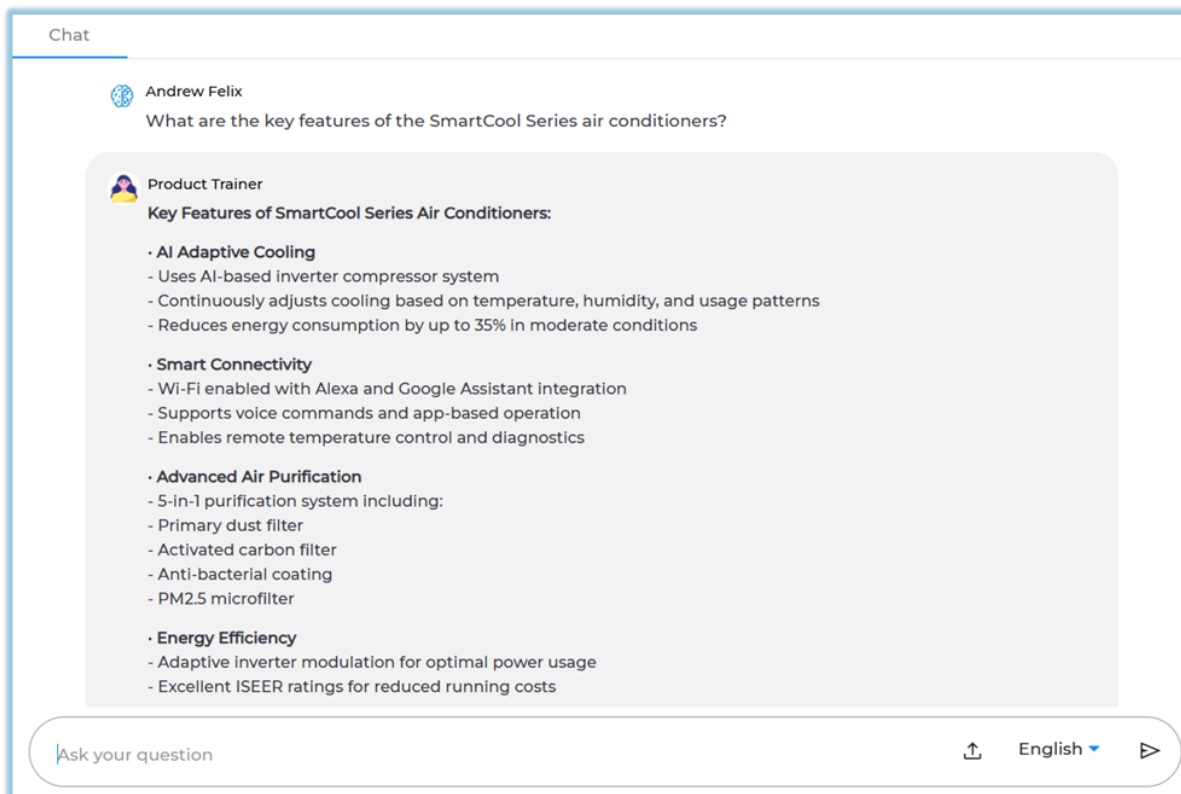
- Users select a **channel** (for example: Product Specs)



- Users type their question in the input field
- Click the **arrow icon** to submit the question



- Instant Answers are shown based on the selected channel's knowledge base



6. Reporting

- Go to **Reports** from the left-side menu
- Select **Instant Answers Report**
- View the **number of queries asked** by users
- Track **active users** using Instant Answers
- Filter reports by **channel** and **time period**
- Use the report to understand **usage and engagement** of Instant Answers

7. Best Practices

- Upload clear and updated documents only
- Avoid uploading duplicate or outdated files
- Assign knowledgeable Channel Experts
- Use **Professional or Neutral tone** for official content
- Regularly refresh documents for accuracy

8. Troubleshooting / FAQs

Q: Instant Answers is not responding correctly

→ Check if documents are processed successfully.

Q: Users cannot see the channel

→ Verify the **Publish To** setting.

Q: Answers are inaccurate

→ Review uploaded documents and remove irrelevant files.

Q: Channel Expert not assigned

→ At least one expert must be added to save the channel.

9. Version Notes

Last Updated: 21 Apr 2025

Revision #5

Created 16 December 2025 07:25:26 by Manjula Jagadish

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