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=ly8qvvGm0AUfgRMo

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

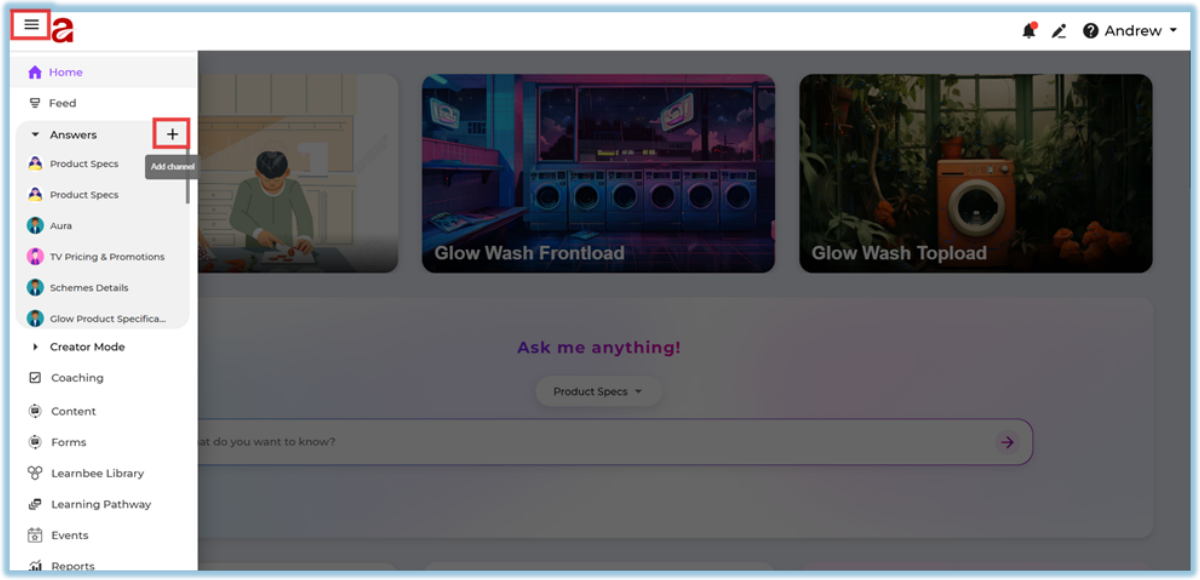
3. Concepts

- **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)

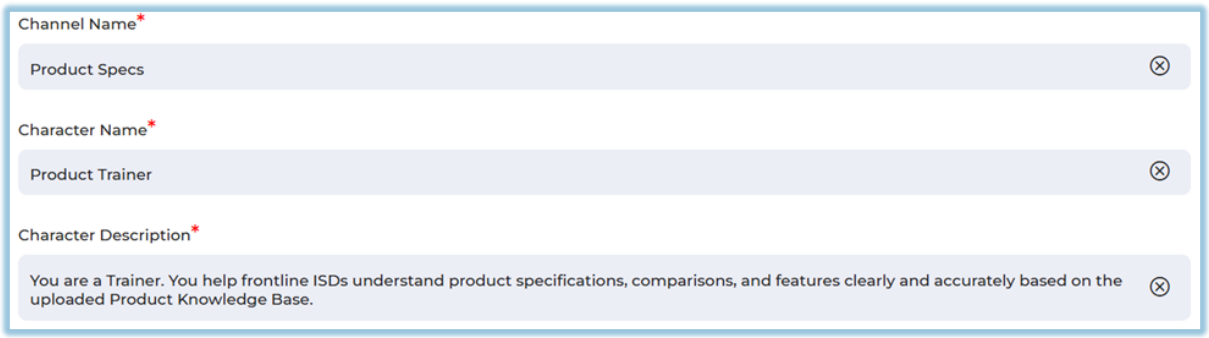
4. Setup Guide

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



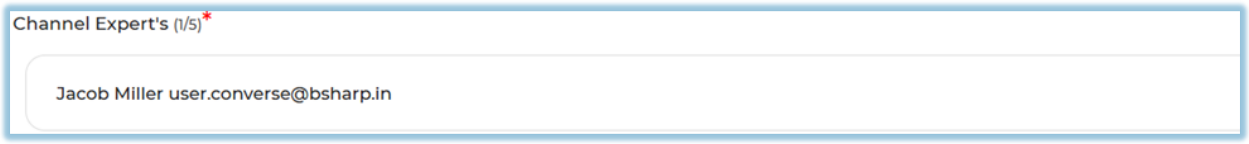
4. Enter the **Channel Name, Character Name, & Character Description.**



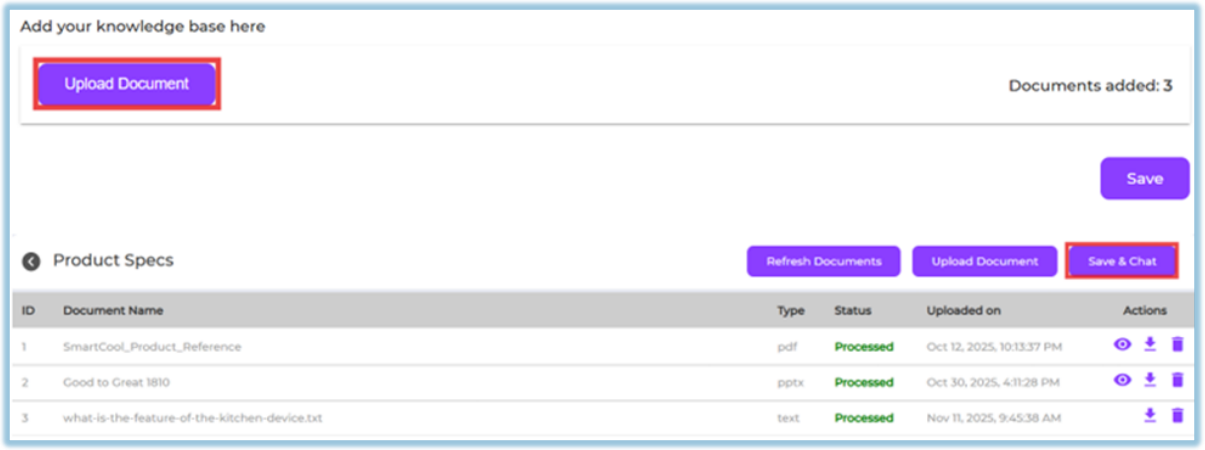
5. Configure the following settings:
   - **Channel Weightage** (Low to High)
   - **Conversation Style** (Factual ↔ Creative)
   - **Select Tone** (Neutral, Professional, Friendly, etc.)
6. Under **Publish To**, select:
   - Admin or All



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



8. Upload documents under **Add your knowledge base here**.
9. Click **Save** to activate the channel.



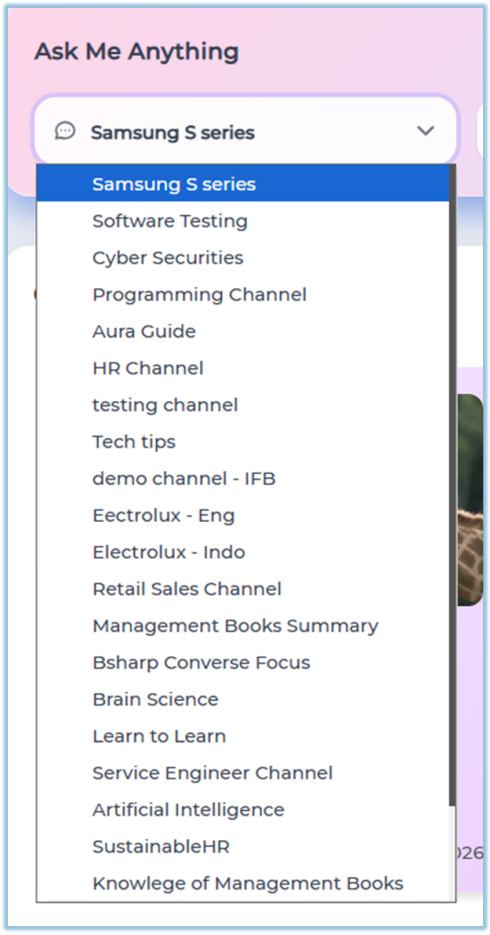
Once saved, the channel becomes available under Instant Answers.

5. User View

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



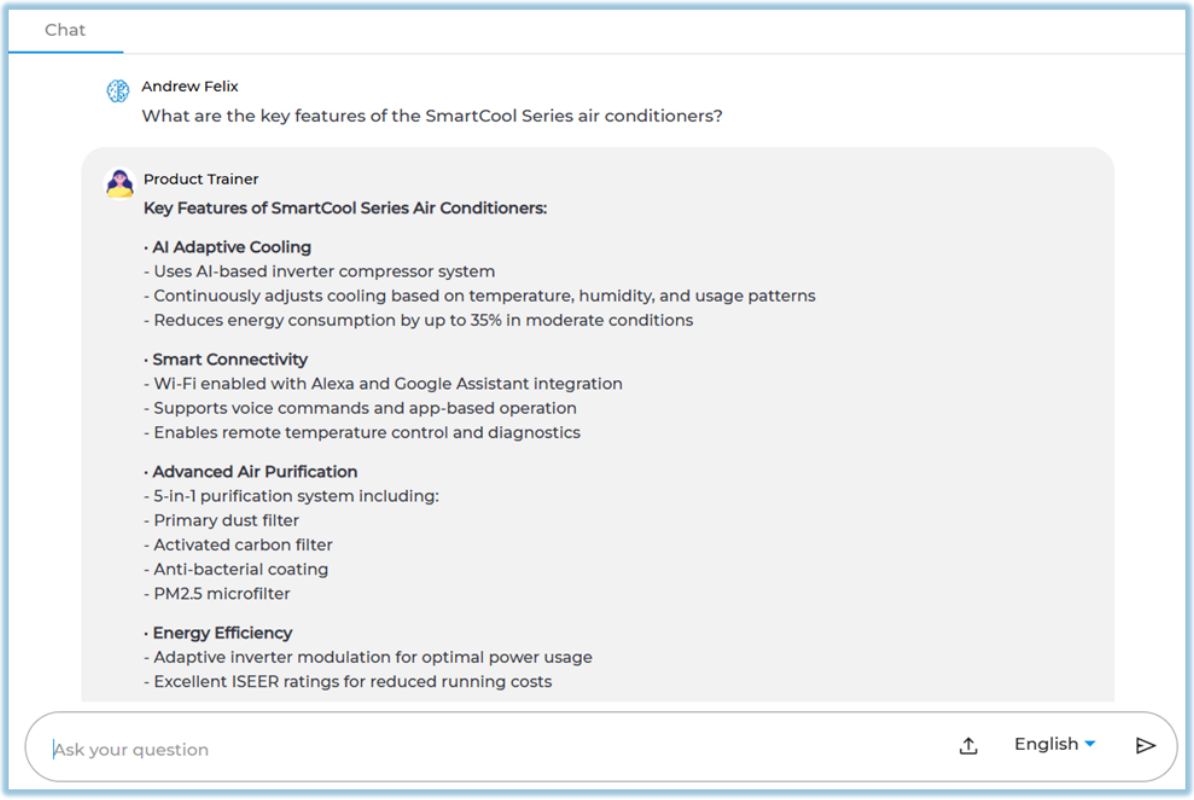
- Users select a **channel** (for example: Product Specs)



- 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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