

# Channel Setup

Channel Setup allows you to set up and manage your Bsharp Converse Answers channels along with your knowledge base(s).

<https://www.youtube.com/embed/xST-Mt5Gxcl?si=9-ytjiqhfqnpQ8RC>

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## Getting Started

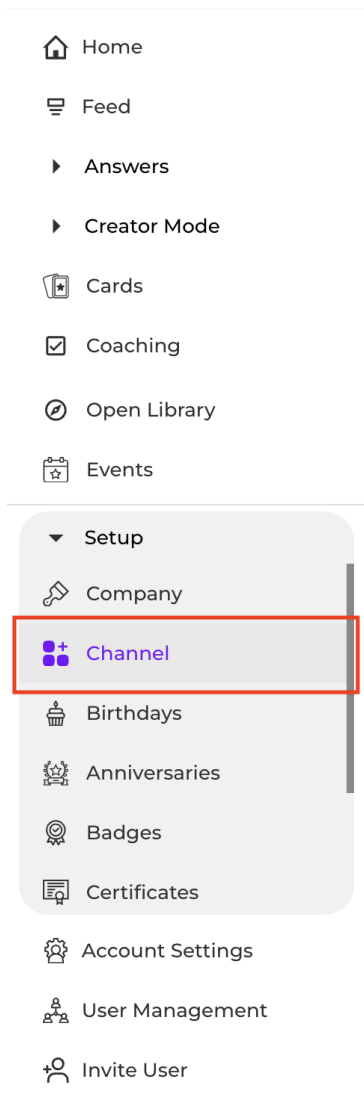
### What is Channel Setup?


Channel Setup provides tools for creating, managing, and organizing your Answers channels, ensuring easy access to structured, topic-specific information for your team.

## Step-by-Step Guide: Setting Up a Channel

### 1. Create a Channel:

- Expand the Setup menu in the left-side pane.
- Select Channel.



- Click the "Create a Channel" button to **begin**.
- Optionally, click "Go to Chat" to directly access the Answers feature.
-  Channels

Create Channel

Go to Chat

## 2. Manage Existing Channels:

- Review your created channels in the displayed table, which provides details such as:
  - Channel Name
  - Weightage
  - Date Created
  - Number of Documents Uploaded
  - Audience to whom the channel has been published
- Toggle the Published status to control visibility.

Id	Name	Weightage	Created On	Documents	Published to	Publish	Actions
189	Converse Demo	10	26-12-2024	2	All		
101	Ambiance Pro	10	27-09-2024	5	Admin		
253	Bsharp Converse	10	05-03-2025	3	All		
12	Product Catalog	8	18-06-2024	1	Admin		
3	Bsharp HR Policies	6	10-06-2024	1	All		
222	Summe Collection	5	21-01-2025	1	All		
249	Manila	5	03-03-2025	11	Admin		
246	Driver Safety	5	20-02-2025	2	All		
250	Travel Agent	5	03-03-2025	1	All		
4	Information Security Policy	5	10-06-2024	3	All		

### 3. Channel Actions:

- Using the Actions column, perform channel operations using the appropriate icons:
  - Delete a channel
  - Edit channel details
  - Add documents
  - Access the Answers chat for the specific channel

Id	Name	Weightage	Created On	Documents	Published to	Publish	Action
189	Converse Demo	10	26-12-2024	2	All		

For detailed guidance on managing channel setups, [refer to Bsharp Converse Answers](#).

#### FAQs

##### 1. How do I create a new Answers channel?

Expand the Setup menu, select Channel, and click the “Create a Channel” button.

##### 2. Can I directly access Answers chat after creating a channel?

Yes, after setting up a channel, click the “Go to Chat” button to directly access Answers chat.

### **3. How can I view details of my existing channels?**

Channel details such as name, weightage, creation date, documents uploaded, and publishing audience are displayed in the channel table.

### **4. What does the weightage of a channel indicate?**

Weightage prioritizes responses if multiple channels are queried simultaneously (Low: 1, Medium: 5, High: 10).

### **5. Can I toggle the visibility of my channel?**

Yes, use the Published toggle to manage whether the channel is visible to your audience.

### **6. How do I edit an existing channel?**

Use the Edit icon under the Actions column next to the desired channel.

### **7. Can I delete a channel?**

Yes, use the Delete icon under the Actions column to remove a channel.

### **8. How do I add documents to an existing channel?**

Click the Add Documents icon under the Actions column next to the respective channel.

### **9. Can I see who a channel has been published to?**

Yes, the publishing audience is clearly displayed within the channel details table.

### **10. Where can I find more detailed instructions on channel management?**

For comprehensive guidelines, refer to the provided [link](#) for managing channel setups.

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