

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>

Getting Started

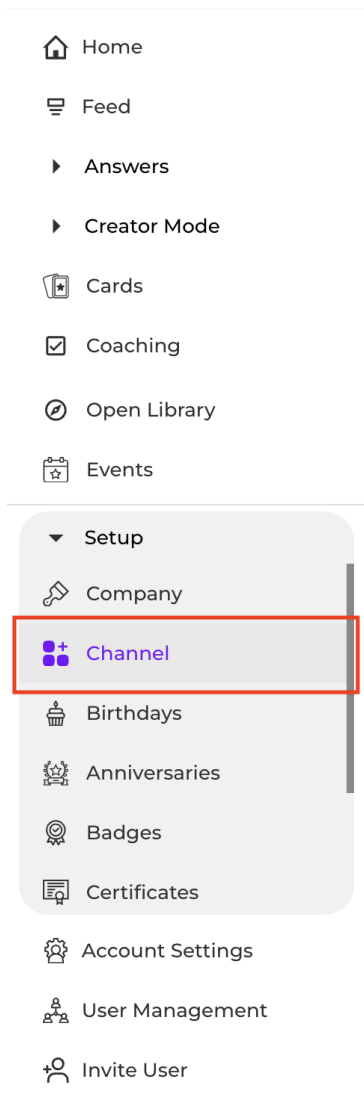
What is Channel Setup?


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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