

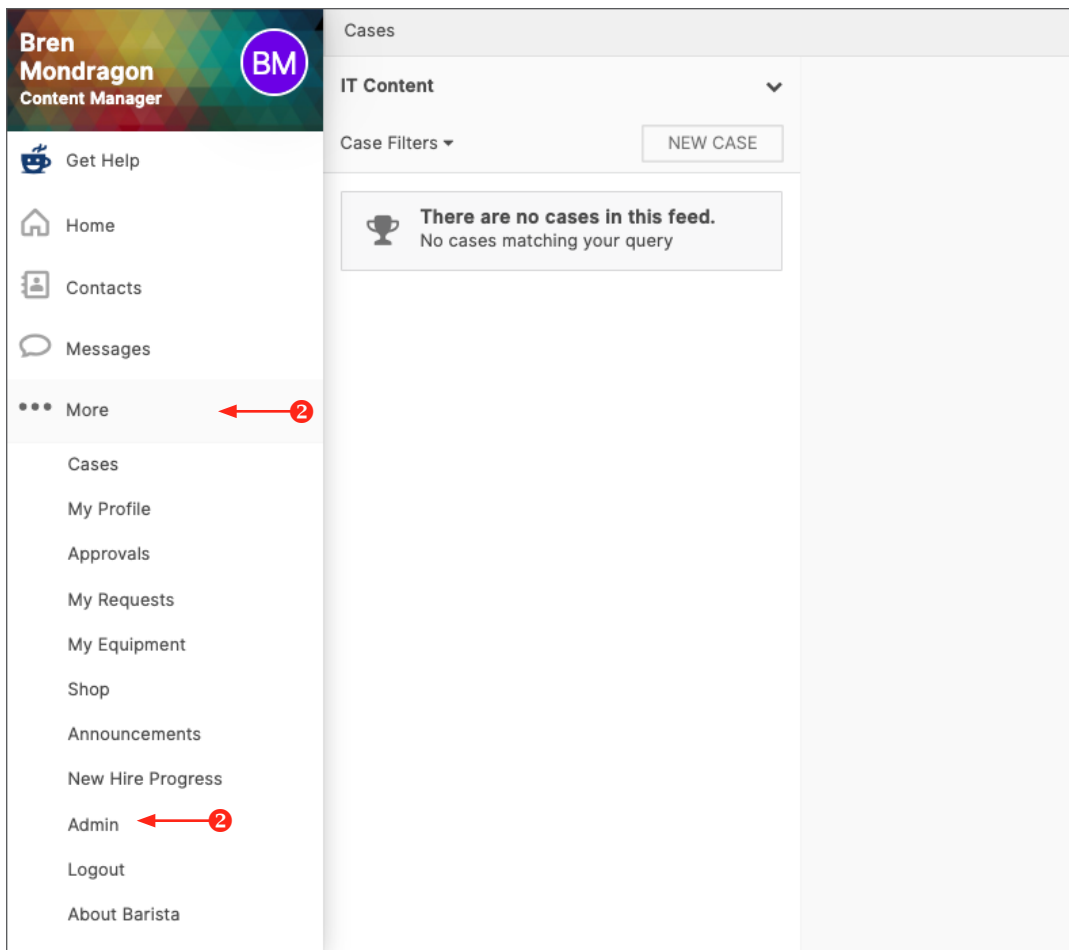
# Navigating and Filtering on the Espressive Barista **FAQ Dashboard**

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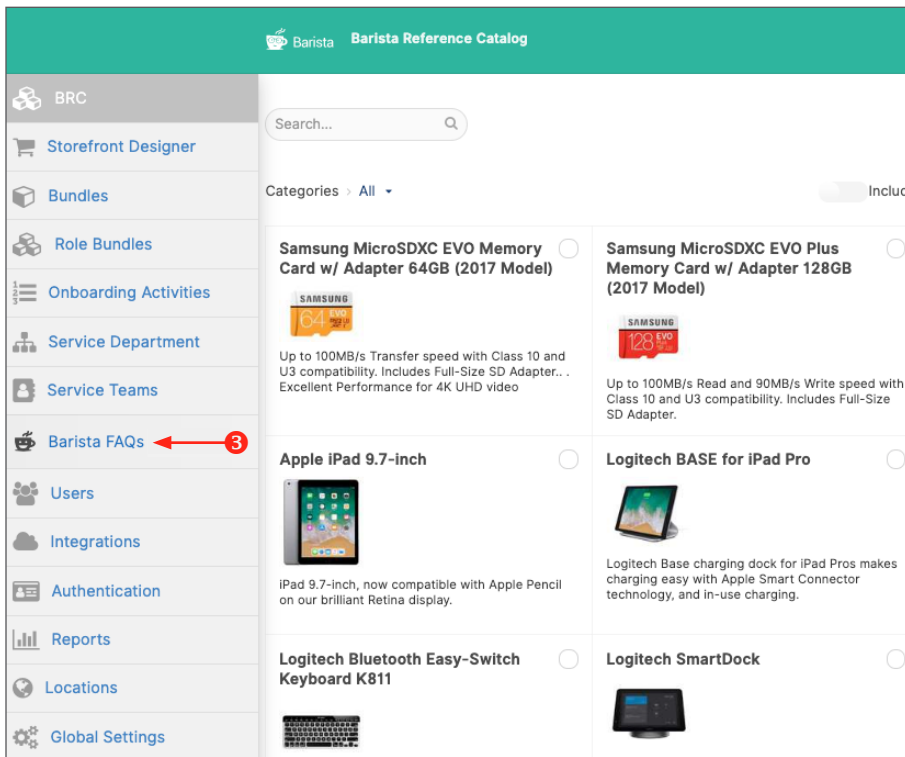
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## Accessing the FAQ Dashboard

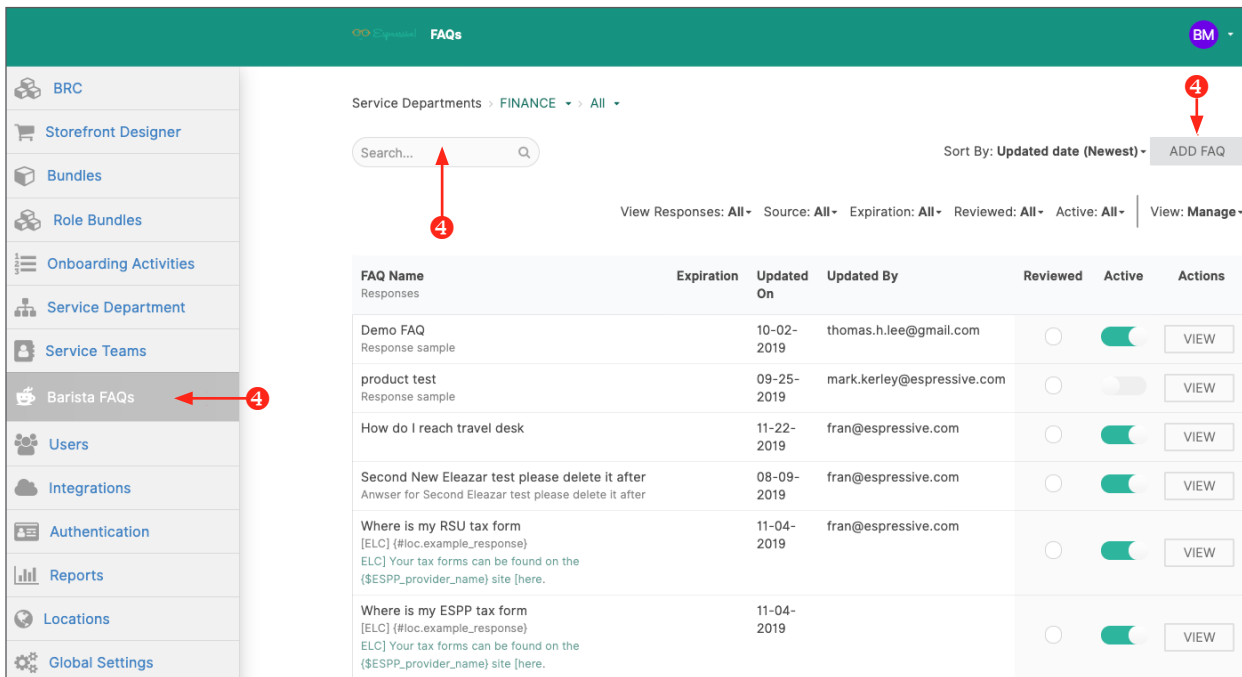
1. Log in to your Espressive Barista account.
2. On the sidebar menu to the left of the screen, select **More** to see the drop-down menu, then select **Admin**.  
Note: Only FAQ Admins will be able to see this menu item.



- Go to the sidebar menu on the left and select **Barista FAQs**. This menu is hidden, hover your mouse over any of the sidebar gray icons to display it.



- On the **FAQ dashboard**, you can search for an existing FAQ to edit or select the **ADD FAQ** button to create a new one.



## Searching for an FAQ

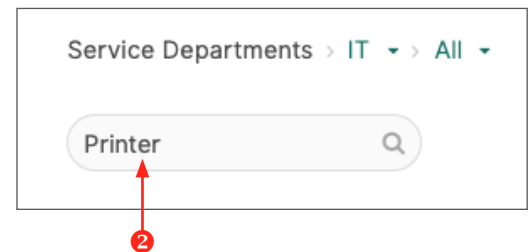
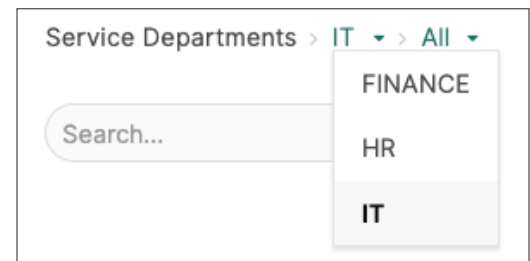
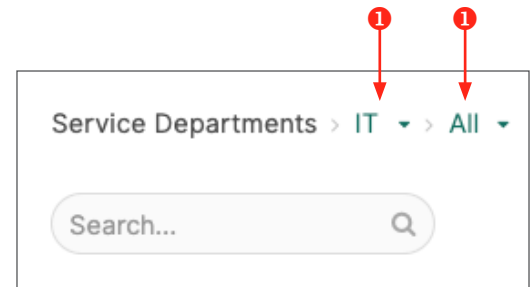
- From the FAQ Dashboard, choose the corresponding department of your new FAQ by clicking on the drop-down menu next to **Service Departments** at the top of the dashboard.

**SERVICE DEPARTMENT** Choose the corresponding department of the FAQ you want to find or create. The Service Department determines which department owns the FAQ. For example, if your question is related to an internet issue, select IT. You may see different departments depending on your role.

**ALL** This will let you filter depending on the subject matter, inside the previously chosen department. For example, if your FAQ has to do with Day Care, select HR as the Service Department and then Day Care as the subject.

- Type a sentence in the **Search** bar to find an existing FAQ or before creating a new one to make sure it doesn't already exist. For example, if you search for "How do I install a printer" and you don't find what you're looking for, try it again with a shorter sentence or just type "Printer". This will show all the FAQs related to that device.

- The **Sort By** filter will let you choose the order of the FAQs depending on the updated date, from newest to oldest or vice versa.



4. To make a more specific search, use the filters above the list of FAQs.

View Responses: **All** ▾ Source: **All** ▾ Expiration: **All** ▾ Reviewed: **All** ▾ Active: **All** ▾ | View: **Manage** ▾

**VIEW RESPONSES** This filter returns the FAQs that contain the type of response you selected.

<b>No Active Responses</b>	Use this filter to find the FAQs that currently need a response. It will show all the FAQs that do not have any active responses.
<b>Researched Responses</b>	Use this filter to quickly find the FAQs that have researched responses created by the ELC team.
<b>Customer Responses</b>	Use this filter if you want to see FAQs that contain at least one response created by you or someone at your company.
<b>Example Responses</b>	Use this filter to show which FAQs have sample responses created for pilot testing. Note: Most of these will already be disabled for you.

**SOURCE** This option filters the FAQs to show either FAQs created by the ELC, by your organization, or by both.

**EXPIRATION** With this filter you can choose to see FAQs that contain responses that are expired or near expiring.

**REVIEWED** This allows you to see which FAQs have been reviewed by you or a team member and which ones haven't. By selecting **Yes**, you will only see the FAQs with the Reviewed checkmark. By selecting **No**, you will see all the FAQs that have not been reviewed yet.

**ACTIVE** Allows you to filter for active or non-active FAQs. Remember that a non-active FAQ will be ignored by Barista.

**VIEW** This tool will allow you to switch from the two pre-set views, **Manage** or **Statistics**.

<b>Manage</b>	This is the most common view that is optimized with columns about content so that you can work on FAQs that need content or potentially need to be reviewed.
<b>Statistics</b>	This view is for exploring FAQs with columns based on usage activity so that you can target or edit the FAQs that are being used the most.

Espressive! FAQs
BM

Service Departments > IT > All

Printer

Sort By: Updated date (Newest)

Source: All Active: All View: Statistics 4

FAQ Name	Helpful	Non Helpful	Triggered Total	% Deflected	Cases Created	Case Feedback	Last Used	Active	Actions
Printer is broken	3	12	27	N/A	45	3.8743169398907105	5 days ago	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>
Clear printer queue	0	0	0	N/A	0	0	N/A	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>
I need a new printer	0	0	0	N/A	0	0	N/A	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>
Where is the printer*	0	1	19	N/A	5	0	20 days ago	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>
Printer job status	0	0	0	N/A	0	0	N/A	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>
Setup Default Printer	0	0	0	N/A	0	0	N/A	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/>

**ABOUT ESPRESSIVE** Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 40 to 60%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).