

Navigating and Filtering Inside the FAQ Management Tool

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1. Accessing the FAQ Dashboard

1. Open a browser and log in to your Barista environment: <https://<TENANT>.espressive.com>
2. Select **More** from the left-hand menu, then select **Admin**.
3. Hover your mouse on the gray left-sidebar to display the menu.
4. Select **Barista FAQs**.

Here you can see existing FAQs or create one by clicking on the **Add FAQ** button.

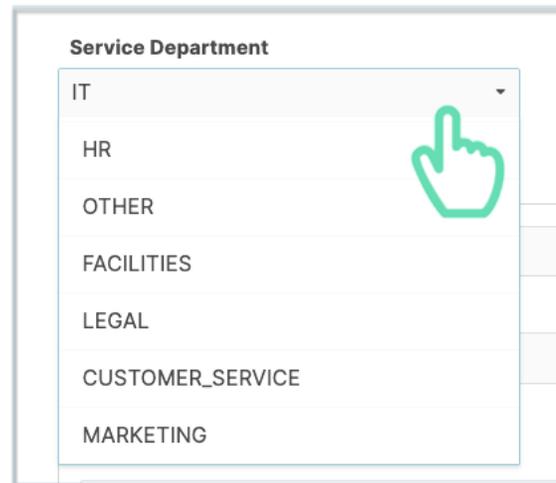
Note: Only FAQ Admins will be able to see this menu item.

The screenshot shows the Barista FAQs dashboard. On the left, a sidebar menu lists various system components, with 'Barista FAQs' highlighted and a green hand cursor pointing to it. The main dashboard area is titled 'FAQs' and includes a 'Topics' tab. Below the title, there is a 'Service Department' dropdown menu set to 'IT'. A search bar labeled 'Search FAQs' is present, along with 'ADD FAQ' and 'STATISTICS' buttons. Below the search bar, there are several filter dropdowns: 'Sort by' (Last Updated First), 'Active' (All), 'View Responses' (All), 'Source' (All), 'Expiration' (All), and 'Reviewed' (All). A summary line indicates '4376 FAQs (DISPLAYING 1 - 10)' and 'FAQs per page: 10 Page 1 of 438'. The main content is a table with the following columns: 'FAQ Name Responses', 'Expiration', 'Updated On', 'Updated By', 'Reviewed', 'Active', and 'Actions'. The first row of data shows an FAQ titled 'How do I install Slack App on iOS Device' with an expiration date of '06-28-2021' and updated by 'selva.sankaranarayanan@espressive.com'. The 'Reviewed' column has an unchecked checkbox, and the 'Active' column has a checked toggle switch. The 'Actions' column contains a 'VIEW' button and a three-dot menu icon.

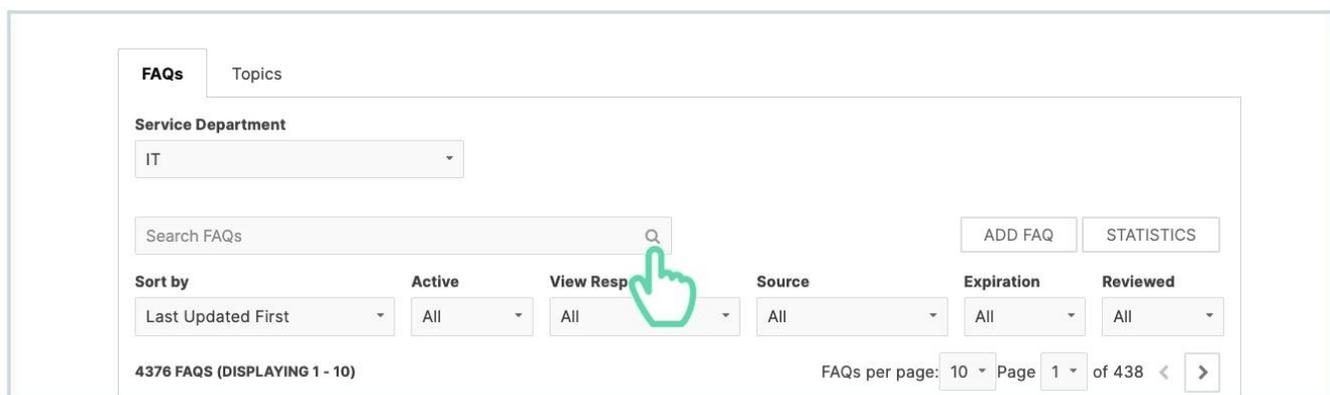
2. Search Tools

FAQs are organized by **Service Department**. From the drop-down menu at the top of the dashboard, you can select which FAQs to see or indicate in which department to create a new one. For example, if your question is related to an internet issue, select IT.

Note: Depending on your role, you may see different Service Departments.



Type a sentence in the **Search** bar to find an existing FAQ or before creating a new one, in order 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" into the search bar. It will show all the FAQs related to that device.



3. Filters

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

The screenshot shows the FAQ management interface. At the top, there are tabs for 'FAQs' and 'Topics'. Below this is a 'Service Department' dropdown menu set to 'IT'. A search bar labeled 'Search FAQs' is present, along with 'ADD FAQ' and 'STATISTICS' buttons. A row of filters is highlighted with a green box, including 'Sort by' (Last Updated First), 'Active' (All), 'View Responses' (All), 'Source' (All), 'Expiration' (All), and 'Reviewed' (All). Below the filters, it shows '4376 FAQs (DISPLAYING 1 - 10)' and pagination controls for 'FAQs per page: 10', 'Page 1 of 438'.

- **Updated Date Sort:** Choose the order of the FAQs depending on the updated date, from newest to the oldest or vice versa.
- **Active:** Filter the FAQs by active or non-active. Remember that Barista will ignore a non-active FAQ.
- **View Responses:** This filter returns the FAQs that contain the type of response you selected:
 - **NO ACTIVE RESPONSES:** Use this filter to find the FAQs that currently need a response. It will show all the FAQs that do not have active responses.
 - **RESEARCHED RESPONSES:** Use this filter to find the FAQs that have investigated responses created by the Employee Language Cloud (ELC) team.
 - **CUSTOMER RESPONSES:** Use this filter if you want to see FAQs that contain at least one response created by you or someone in your company.
 - **EXAMPLE RESPONSES:** 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:** Use this filter to see only the FAQs created by the ELC, by your organization, or by both.
- **Expiration:** Use this filter to see FAQs that contain responses that are expired or near expiring.
- **Reviewed:** Use this filter 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 only see the FAQs that haven't been reviewed.

4. Statistics/Manage Button

The statistics view is for exploring FAQs with columns based on user activity. The sorting and viewing options allow you to see the most triggered FAQs that do not have a response, so that you can take action and add responses to these popular FAQs. You can also filter the FAQs with the highest case count to focus on improving the FAQs. You can also filter the FAQs with the highest case count to focus on improving the FAQs that are driving the most tickets.

The statistic view of the FAQs also includes capabilities such as viewing and sorting the last triggered date and the percent age of Non-Helpful FAQs.

FAQs
Topics

Service Department

IT
▼

Search FAQs Q

ADD FAQ

MANAGE

Sort by **Active** **View Responses** **Source** **Expiration** **Reviewed**

Highest Case Count
▼

All
▼

All
▼

All
▼

All
▼

All
▼

4001 FAQs (DISPLAYING 1 - 10) FAQs per page: 10 Page 1 of 401 ◀ ▶

FAQ Name	Triggered Count	Last Triggered	% Non Helpful	Cases Count	Active	Actions
Laptop is broken	0	a day ago	0	11	<input checked="" type="checkbox"/>	<div style="display: flex; align-items: center; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">VIEW</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">...</div> </div>
I need a DocuSign account	0	N/A	0	7	<input checked="" type="checkbox"/>	<div style="display: flex; align-items: center; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">VIEW</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">...</div> </div>
The corporate Wifi is slow	0	N/A	2	5	<input checked="" type="checkbox"/>	<div style="display: flex; align-items: center; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">VIEW</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">...</div> </div>
Apple Ipad	0	N/A	0	4	<input checked="" type="checkbox"/>	<div style="display: flex; align-items: center; gap: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px;">VIEW</div> <div style="border: 1px solid #ccc; padding: 2px 5px;">...</div> </div>

The manage view (which is the default view) is optimized with columns about content, so that you can work on FAQs that need content or a review.

FAQs Topics

Service Department
IT

Search FAQs

Sort by **Active** **View Responses** **Source** **Expiration** **Reviewed**
Last Updated First All All ELC All All

3783 FAQs (DISPLAYING 1 - 10) FAQs per page: 10 Page 1 of 379 < >

FAQ Name Responses	Expiration	Updated On	Updated By	Reviewed	Active	Actions
How do Install Slack App on iOS Device dasdasa		06-28-2021	selva.sankaranarayanan@espressive.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="button" value="VIEW"/> <input type="button" value="..."/>
create adhoc clo		06-28-	selva.sankaranarayanan@espressive.com			

To edit the FAQ, click on the **VIEW** button. This will take you to the FAQ, where you can edit the response or add a new one. Learn more about editing FAQs in our [Managing and Editing FAQs in Espressive Barista](#) guide.

You can also click on the “more options” icon (i.e., the ellipses) and then click on **View Interactions** to navigate to the interactions dashboard and see the list of interactions that match these FAQ.

5. Topics

Another way to navigate FAQs is by using the **Topics** tab. Here you can search for FAQs and see them grouped by topic. You can use the **Search** bar or filter FAQs that are Active or in Override.

The screenshot shows the 'Topics' tab interface. At the top, there are two tabs: 'FAQs' and 'Topics', with 'Topics' selected. Below the tabs is a search bar containing the text 'cloud'. Underneath the search bar are two filter sections: 'Active' and 'Override', both with dropdown menus set to 'All'. Below the filters, it says '5 TOPICS (DISPLAYING 1 - 5)'. To the right of this, there is a pagination control: 'Topics per page: All' (dropdown), 'Page 1' (dropdown), 'of 1', and navigation arrows. Below this is a table with the following data:

Topic/Application	Active	Override	
Adobe Document Cloud and Creative Cloud	Yes	No	<input type="button" value="VIEW"/>
Cloud Machine	Yes	No	<input type="button" value="VIEW"/>
Google Cloud	Yes	No	<input type="button" value="VIEW"/>
iCloud	Yes	No	<input type="button" value="VIEW"/>
JumpCloud	Yes	No	<input type="button" value="VIEW"/>

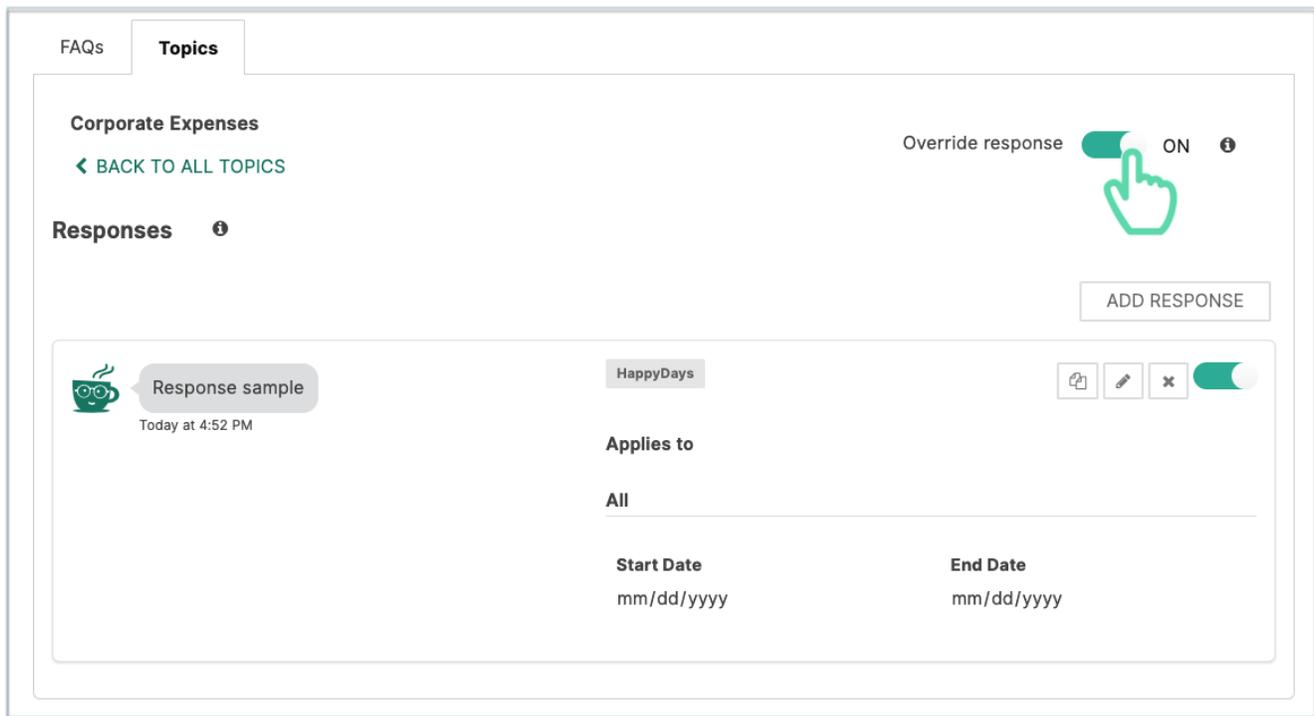
At the bottom of the table, it says 'DISPLAYING 1 - 5 OF 5'. To the right of this, there is another pagination control: 'Topics per page: All' (dropdown), 'Page 1' (dropdown), 'of 1', and navigation arrows. A green hand cursor is pointing at the 'VIEW' button for 'JumpCloud'.

As you know, the Employee Language Cloud (ELC) contains thousands of topics. Override is a functionality that allows you to set a unique response for all FAQs in a broad topic.

For instance, the ELC has dozens of FAQs related to an Employee Stock Purchase Program (ESPP), but if you need to simply set a single response for all related FAQs, such as, “You can find information about our ESPP program [here](#),” you can set this in the **Topics** tab.

To override the response for all FAQs in a topic:

1. Click on the **Topics** tab.
2. Enter a topic in the search bar.
3. See the list of FAQs on the **Topic/Application** section.
4. Click on the **VIEW** button of any FAQ.
5. Enable the **Override response** toggle.



6. Click on the **pencil** icon to edit the response.
7. Once you are done, click on **SAVE**.