Best Practices for Training Your Bot

Creating Questions

The best questions are simple. Consider the keyword or phrase for each question, then create a simple question for that keyword or phrase.

Adding more words or phrasings that are not part of the main goal of the question does not help our platform find a match.

Keep your variants reasonably different

Add relevant alternative questions

Your user may enter questions with either a conversational style of the text, "How do I add a toner cartridge to my printer?" or a keyword search such as "Toner cartridge". The knowledge base should have both styles of questions to correctly return the best answer.

Best Practices

Sample question variants should be reasonably different.

The size of the question and answer should be restricted-not too long but should have enough keywords.

Sample variants put in must be the way different users have used to ask a particular question or report a particular issue.

Recommended way: Where is New Jersey, Location of New Jersey, How can I reach New Jersey.

Not recommended: Where is New Jersey, Where is New Jersey located.

FAQ Labels

We have a feature to label the answer with a suitable title. This helps to uniform the response and act as a smart filter when used in tickets.

Best Practices

Keep the labels neutral that best relates to the FAQ answer & sample questions.

Question variants

Where is New Jersey located, Location of New Jersey

Not recommended Answer: New Jersey is a state in the Mid-Atlantic region of the Northeastern United States. It is bordered on the north and east by the state of New York; on the east, southeast, and south by the Atlantic Ocean; on the west by the Delaware River and Pennsylvania; and on the southwest by Delaware Bay and the State of Delaware.

Recommended label: New Jersey Location

Not Recommended Label: Where is New Jersey located.

Creating Answers

Answers in BOT should not be lengthy as it makes the user scroll down which makes the user experience slightly inefficient. We should use URLs when getting some detailed answers from a separate web page and redirect users to the web page instead of copying and pasting answers into the BOT's response.

Example of using a URL for a detailed answer

New Jersey is a state in the Mid-Atlantic region of the Northeastern United States. It is bordered on the north and east by the state of New York; on the east, southeast, and south by the Atlantic Ocean; on the west by the Delaware River and Pennsylvania; and on the southwest by Delaware Bay and the State of Delaware. Check out About New Jersey & its location to find out more information.

More Ex: Visit Creating a new outlook profile to follow the troubleshooting steps.

Using a URL also helps when there is a video available on a web page and you would like to redirect the user to the page.

Best Practice

- Our platform supports using formatting in an answer such as making the text bold, underline, italic. You can increase the size of the keywords. Fonts can also be changed if you want some words to stand out.
- If you are inserting a URL, it is advised to use a hyperlink and give a suitable name for the URL.
- If your content is long or image-heavy we recommend that you use the multi-step QA feature to break it up into smaller chunks for the end-user.

   NOTE: When creating multi-step QA change your last transition button to something that indicates there are no further steps ex. Done

Image

- *Format: PNG, JPEG*
- *Size*: 10 MB
- *Max Dimension*: 400x400 or 400x600 (Teams)

GIFs

- *Size*: Less 10MB (we don't recommend more that 4-5MB due to load time)
- *Max Dimension*: 400x400 or 400x600 (Teams)

Videos

- *Format:* mp4
- *Size*: 10MB or less

Note: Teams turns all videos into a clickable link.

Documents

- *Format*: PDFs only

Note: Teams turns all PDFs into a clickable link.