FAQ quickly Optimizing

Optimizing FAQs knowledge base is one of the most important part for game operation, which make sure players to know the recent news in time.

Elva could provide various effective functions to help you better optimizing the FAQs and monitoring the optimized result.

1. Product Support -> Insight -> FAQ
   Review the ratings of FAQs, the ones which have the poorest ratings and highest low-rating rate, are needed to be optimized.

   Then click "operation" to view the details and the specific issues to check the whole communication process. You will find out some replies from Robot don't match the players' questions, then your keywords need to be optimized. Sometimes your FAQs cannot cover all the issues or become outdated, therefore you need to add more FAQ to update your knowledge base in order to meet the needs.

   There are more similar functions such as Robot Issues Analysis, FAQ Analysis, FAQ Evaluation and Facebook Comments, etc.

2. Robot -> Bot Servant -> Useless New Issues
   You can also check the useless issues by tag, date, keyword, etc. to see the details. All the issues in this section are marked as "useless" by your players.

3. General Customer Service Summary
   During the process of handling issues, customer service can create a tag of "FAQ Extract" to exact the valuable issues, then arrange and optimize regularly through the intelligent view collections.

4. Optimized result Monitoring
   After optimizing, you can follow up the satisfaction of the updated FAQ for a period, to see whether the satisfaction rate has been enhanced.

FAQ knowledge base is the essential for customer service, by optimizing FAQs, Robot can resolve the massive usual issues. Therefore, more time can be allocated to human services to handle the complex issues such as payment, game account, and more valuable work, like key customer maintenance, etc.