

How to configure the Keywords for FAQs

You need to acquire the core vocabulary for each FAQ, most of them are Nouns and Verbs. For example, how to configure the keywords for the following two FAQs?

“How to create an Alliance?” and “How to join an Alliance?”

We suggest configuring the keywords of “Alliance”, “Create * Alliance” and “Alliance”, “Join * Alliance”

Both keywords contain “Alliance”. If player asked unclear question, but related with “Alliance”, therefore all the relevant FAQ will be configured to send to players.

By using “Create * Alliance” and “Join * Alliance” are aimed to increase the accuracy. If a player asked, “how to create an Alliance”, only the first relevant FAQ will be displayed, rather than other FAQ (unless you configure “Create * Alliance” as a keyword in other FAQs).

What does “*” mean?

“*” can stand for any character, any questions related to the rule of “Create * Alliance” would be replied by this FAQ. For example,

“I want to create an Alliance, how to do it?” Or

“How can an Alliance be created? I want to play with my friends”

For FAQs in English, don't forget to put a blank space before and after the “*”

PS:

1. You don't need to think too much to configure the keywords at the beginning due to the massive workload and language indefiniteness of players. You can configure the usual keywords first, then use Elva's tools to gather the valuable issue records between players and robot, to gradually optimize your FAQs and Keywords.
2. All the keywords don't need to add any character, different keywords should be separated by comma or semicolon. Such as, “Pack, coin, gem, jewelry”