SU Training Milestone Assignment - 30 Days

1. A customer went to the community, performed 3 searches, and made a few clicks but was not satisfied with the content. So he went to the case form and started filling the form. While filling out the form, he found a useful article and abandoned the case form. From the admin, point out the user journey that reflects such sessions.
    Ans: In the level 2 case deflection, we observe user activity within the search analytics   section of the Admin panel.

2. I want to improve the user experience in my community. For this, I want the user to have a visual track of the results he has already read or clicked on. Where can I enable this in the admin?
    Ans: In Search Client Admin can make various changes to Achieve this goal.

3. Give 4 reasons as to why a search would not give a result, attached with 4 remedies as to how this can be resolved.
    Ans: 1. Query is incorrect
            Soln: Auto Suggestion to correct spell mistakes(Did you mean suggestion)
            2. Content is not published in the sources.
            Soln: By updating the latest Content available.
            3. Search query result is not accessed by that particular User.
            Soln: Only authorized people have access to particular data
            4. The phrase of the query is different from the docs data.
            Soln: Update the phrases in the docs so that docs are also available in that
    particular query
            5. Special Characters are used.
            Soln: Docs should have the ability to handle the special characters.

4. I have 10 years old content lying in my content repository, but I only want the last 5 years' content to be indexed with SearchUnify. Is this doable? If yes, how?
    Ans: It is possible by using the search tuning.

5. I am a community manager and a lot of my users are writing very long-phrased queries. These search queries contain all English sentences joining keywords like and, the, how, etc. How can I make the search results relevant for such queries?
Ans: Using NLP Manager, there we can use Stopwords functionality wich ignores the listed unusual words.

6. If a client has 80 support reps earning 15$ each hour, with 100 cases per month and the cost per case is 50$, can we calculate ROI with this information?
Ans: Give: Total Support Reps: 80, Earning on each rep: $15/hr, 100 cases/month, cost/case: $50. To find: Return on Investment.
Total Support Repo Cost: 15*80*160 = $192000
Total Cases Cost: 100*50= $5000
Net Profit: 192,000 - 5000
Hence the ROI is (187000/192000)*100
ROI : 97.4%

7. I am a Community Manager and we are setting up a customer community on the web. What will be the essential components of my community?
Ans: Knowledge Base, Discussion, Announcement , Help and Support

8. I need to check the top 10 documents that have been clicked the maximum number of times. From where can I do the same?
Ans: You can check this in search summary of Search Analytics Section which provide you the result of maximum clicked content.

9. I want to crawl all the latest content in my community after every 1 hour. From which section in the admin can this be achieved?
Ans: We can use frequency crawling feature in Content Sources

10. I have 5 words - payment, financials, money, rupees and bank. I want to show the same articles for all these 5 keywords. What are the different ways to achieve this?

Ans: Intent Tuning - If you have a few keywords to boost, say a dozen, then KeywordBoosting is the way forward. But if the goal is to boost a document for hundreds of keywords and synonyms, then Intent tuning is the right tool.
Synonyms Boost
Boosted Documents offers a featured called **Apply the same Keyword Tuning on the added Synonyms/Abbreviations**.

11. I have 10 members who use the SU admin panel. I want to control the access in such a way that only 1 of the users can access the community content source and 1 other user can perform tuning only. How will you achieve this?
Ans: SU admin panel>Adminstration>Account Information.