Using CSKB reporting found in BIX

<h2>GUIDE.RELATED_LINKS Related CSKB articles <ul> <li><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1391">CSKB Tips and Best Practices</a></li> </ul> </h2><h2>GUIDE.TALKING_POINTS Internal Information How do I get article hits? <ol> <li>Type bix/ into your browser.</li> <li>Select CS Analytics v1.0.</li> <li>Select Shared Reports.</li> <li>Select <b>CSKB User Behaviour</b>.</li> <li>Select <b>CSKB Dashboard</b>.</li> <li>Select Favorites Trend at the bottom of the screen.</li> <li>Apply filters based on what content channel, locale, team and/or date range you're interested in. <ul> <li>You can expand each filter by clicking on the black arrow icon on the left hand side</li> <li>A common one is Staffgroup Country to see popular articles in your locale</li> <li>If you are interested in the article views of specific articles, select the Document ID box at the bottom of the filters column <ul> <li>If Document ID isn't there, select the 3 dots near Current Subscriptions > Add Filters > select Document ID > OK</li> </ul> </li> </ul> </li> <li>Select Apply (at the top of the filters column) and let the page refresh. <ul> <li>This takes a lot of time so be sure of your filter choices before selecting Apply</li> </ul> </li> <li>Right click on any cell within the Total Doc Access column.</li> <li>Select Show Data.</li> <li>In the new window, select the +icon. <ul> <li>Allows you to see a list of details you can add to your view</li> <li>Since we are looking for a list of articles, select Document ID (you can select as many options as you like)</li> <li>Select OK and wait for your list to load</li> </ul> </li> <li>Sort your list by article views by right clicking the Total Doc Access column.</li> <li>You may have the option to Add as grid and/or Export Data. <ul> <li>Using this button will allow you to add the grid to your view/create a spreadsheet allowing you to edit and share your

view</li> </ul> </li> </ol> If you are interested in the article views of a single piece of content, use the Document ID box at the bottom of the filters column. </h2><h2>GUIDE.DETAILED_INFORMATION Internal Information <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=en_US#">Review the CSKB User Behavior in BIX</a></h3> Gaining an understanding <ul> <li> Take the time to understand how your teammate is already using the CSKB <ul> <li>What features does your teammate use?</li> </ul> </li> <li>This is your opportunity to create your plan for what you want to cover with your teammate</li> </ul> Favorite usage <ul> <li>Favorites are a great way for your teammate to organize articles any way they like <ul> <li>They can create tabs and group useful articles together in a way that makes sense to them</li> <li>This can take away the stress of needing to find an article</li> <li>Allows focus on using the right article to find the information they need</li> </ul> </li> </ul> Subscription usage <ul> <li>Subscriptions are another great way to organize articles <ul> <li>They will send emails to alert you when articles have been updated</li> <li>You can subscribe to articles and channels while browsing</li> <li>This is a great action plan for teammates who are frustrated with change <ul> <li>Allows them to be alerted when updates are made can put their mind at ease.</li> </ul> </li> </ul> </li> </ul> Search and viewed articles Successful searches are defined as a search query that results in a teammate clicking-into an article. <ul> <li>In an ideal situation, search queries and article views would be equal <ul> <li>Sometimes multiple searches are needed</li> <li>Teammates also click on multiple articles <ul> <li>This can indicate your teammate needs help with search terms, or filtering their results</li> </ul> </li> </ul> </li> </ul> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=en_US#">KM Analysis</a></h3> Overview <ul> <li>The KM Analysis report

allows us to see the adoption rates of locations, teams, and individual teammates</li> <li>There are multiple tabs and views that will allow you to compare how teammates are adopting the CSKB by region, staff group, tenure and vendor etc.</li> <li>This is the newest report in the KM Bix Arsenal, and we value your feedback and use cases you find as you use this report</li> </ul> Tabs in the <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3140&src=mstrWeb.3140&documentID=1438F73011E733CE56820080EF051511&project=CS+Analytics+v1.0&server=LVSAISMSI09">KM Analysis</a> Report: Adopter vs Non Adopter KPI: <ul> <li>The views found on this tab will allow you to view metrics of teammates who are adopters of the CSKB vs the Teammates who have not adopted the CSKB</li> <li>Adopters are teammates who use the CSKB at least 10% of their time, based on article hits and SR count</li> <li>Each view will allow to drill into specific KPIs, as well as contact type (email, chat, phones)</li> </ul> KPI by Tenure: <ul> <li>This tab is a glimpse into the Teammate Lifecycle with the CSKB, allowing us to view how adoption can change as a teammate becomes more tenure in their role</li> <li>In the graph, you will notice each tenure bar is clickable, allowing you to change your grid to only show the data for that tenure group</li> <li>Each view will allow to drill into specific KPIs, as well as contact type (email, chat, phones)</li> </ul> KPI by Channel: <ul> <li>This tab allows you to see adoption and metrics based on channel (email, chat, phone)</li> </ul> Teammate Dashboard: <ul> <li>On this tab the left hand filters do not apply, and will not change the view</li> <li>The Select Team Leader menu found at the top, is the filter you will use <ul> <li>On this view, you will select the team leader and be able to see their team, their CSKB Adoption ranking, and the metrics for each teammate</li> </ul> </li> </ul> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=en_US#">Linking Scorecard</a></h3> Overview <ul> <li>The linking

scorecard is a very useful report, that will allow you to see the performance of an article <ul> <li>This is provided it has actually been linked (SOLs are most commonly linked during the teammate workflow).</li> </ul> </li> <li>If the content is linked to an SR the report will allow you to see how it is performing <ul> <li>It also confirms the article was used by the teammate</li> </ul> </li> </ul> <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3186&subscriptionID=1C60C81411EB91A06BCB0080EF157927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1">KM Linking Scorecard</a> Views in the Linking Scorecard Each tab will also have toggle navigation to allow you to see different views. Linkage Scorecard <ul> <li>Allows you to view the KPIs (customer service metrics) for linked content</li> <li>Applying filters will allow you to view the linkage rates and scorecards for the region, content type, or specific teammates</li> </ul> Document Performance <ul> <li>This tab lets you search for specific documents, teammates, or regions <ul> <li>You can view the individual performance of the linked documents line by line</li> </ul> </li> <li>This view is helpful if you want to compare multiple SOLs for the same Domain/LOB and see how they are performing</li> </ul> Most used SOLs <ol> <li>Access the KM Linking Scorecard.</li> <li>Begin on the Document Performance tab.</li> <li>Apply the filters you would like (region, teammate, month etc..) and select Apply to update your view.</li> <li>In your view you will now see the Content ID, the # of SRs that article has been linked to, and the average scores those SRs have received.</li> </ol> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=en_US#">Alignment Conversations</a></h3> Once you have taken the time to learn how your teammates is already using the CSKB, it's important to have a conversation with them around their perception of the CSKB, and your observations from the reports. The best action plans are the ones that start with agreement.

 Here are some example scenarios:

<table border="1" cellspacing="1"> <tbody> <tr> <td>Little to no CSKB activity/Less activity than peers</td> <td> </td> <td> Conversation: Identify why the teammate doesnt use the CSKB will be a great place to start teaching them and setting goals around CSKB use. Considerations: We have found that some teammates will open up articles in multiple tabs, and toggle through their tabs throughout the day, this may be why their usage looks low. (This was most common in M2M/e2M Teammates) This is not a bad thing, and we should applaud teammates for preparing each day.</td> </tr> <tr> <td>High # of total search usage, with low # of successful searches:</td> <td> </td> <td> Conversation: Ask your teammate what happens when they search the CSKB? What makes keeps them from using the articles that are returned when they search the CSKB?</td> </tr> <tr> <td>High # of total search usage, with an abnormally high # of successful searches (click through rate is higher than search rate)</td> <td> </td> <td> The Teammate may be searching using a too specific scenario (common with E2M and M2M teammates during test group) resulting in multiple article clicks, then using the back button to return to the search results. This is more common in tenure teammates who experienced the CSKB before Guides replaced Topics; since Guides were designed to encompass various situations that can take place under 1 policy, we found that teammates would enter search terms to match the previous titles of well-known Topics. Work with your teammate to think of the L1 or L2 policy that situation would fall into to find their search terms. </td> </tr> <tr> <td>Rarely using the facets/collections to filter their search results, while still performing a lot of searches</td> <td> </td> <td> Conversation: Which types of articles do you find you use most often?
 Do you ever feel overwhelmed with search results?   Considerations:
 It is likely that your teammate isnt aware of these filters, or what the article types are and mean for the type of information they are looking for.</td> </tr> </tbody> </table> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=

en_US#">CSKB Coaching</a></h3> Overview Based on your observations in BIX and your conversation with your teammate, create an action plan and expectations for using the CSKB. Below are some examples of best practices, if you would like more ideas, or your teammate would like an article to reference for CSKB use, please direct them to the<a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1391"> CSKB Tips</a> article. Alignment conversation with your teammate This should be the first coaching session as part of the CSKB Toolkit <ul> <li>Take the time to understand your teammate's perspective <ul> <li>What is their understanding of the CSKB?</li> <li>Gain agreement on what you two will focus on</li> <li>Is there a root cause issue driving friction?</li> </ul> </li> </ul> CSKB Coaching Sessions: Create and carry out your action plan for improving CSKB efficiency <ul> <li>Use the scenarios and best practices provided in this article to educate your teammate</li> <li>Set the expectation that the teammate utilize the CSKB and the behaviors when they are on the job</li> </ul> Note: This could be weeks of coaching sessions depending on your plan and the teammates proficiency.   <table border="1" cellspacing="1"> <tbody> <tr> <td>Teammate is frustrated with finding information in large articles</td> <td> CSKB Tips: Navigating Articles To help you be efficient in finding exactly what you and your customer need, here are some best practices for navigating the articles in the CSKB.

 CTRL+F CTRL+F is a browser function that allows you to search for keywords or phrases in any document. To use: <ul> <li>Press the CTRL button and the F key at the same time, a text box will appear</li> <li>Type your keyword, or phrase into that text box, the word(s) will show highlighted in yellow, and you will be able to click through to view the information around your keywords. <ul> <li>If you are using a Chrome browser (preferred), your keyword will show in yellow throughout the document, and yellow tic marks will appear along the scroll bar on the right
  </li> </ul> </li> <li>Note: If the article has tabs, or accordions CTRL+F will only search the sections that

have been opened/expanded to view</li> </ul> Left Navigation The left navigation provides you will a quick link to jump to the section of the article with your workflow, talking points, or instructions for the customer. Each article will have different sections based on the information available, and the skill group that article is designed for. (Example below is an extensive list for Guides, not all articles will contain all of these sections.) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/left%20nav.png">
   Commonly used Navigation: <ul> <li>Related Links - Links to related information on the eBay Help pages, other CSKB articles, and email templates</li> <li>Talking Points - Answers for frequently asked questions</li> <li>Instructions/Steps to Resolve - Instructions and workflows for the customer to follow</li> <li>Workflow Sections - Teammate workflows, and procedures
 Helpful tip: Your workflows will be identified by your Skill Group, the example above has a section for E2M Listing, M2M Escalation, as well as Buyer and Seller workflows.</li> </ul> Monitor:
 Currently there is no report that will show you how your teammate is navigating once they are inside an article. The best way to check in on CSKB article navigation is through NICE recordings, and conversations with your teammate. </td> </tr> <tr> <td>I find articles that are helpful, and then I try again a few days later and I can't find them again.</td> <td> CSKB Tips: Homepage and Footer You can find your recently viewed articles, as well as your account settings in the CSKB Footer. The Footer can be found at the bottom of any page by clicking on the grey bar. There are 4 sections in the footer. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/footer.png"> My Account <ul> <li>In the My Account section you will be able to view: <ul> <li>My Profile: To edit your CSKB settings, and notification preferences</li> <li>My Recommendations: Access the recommendations you have submitted, and view responses from the Knowledge Management team</li> <li>Favorite Articles and Favorite Searches: Allows you to view the articles and searches you have added to your favorites</li> <li>My Subscriptions: View a list of the articles, and channels you have subscribed to</li> <li>Sign Out</li>

<li>Note: You can also find these options by hovering over your ASAC in the menu bar at the top of the page</li> </ul> </li> </ul> My Recently Viewed <ul> <li>In the Recently Viewed section, you will find a list of the last 10 articles you have viewed</li> </ul>   Monitor: You can view the favorites your Teammate has, as well as how often they use their favorites in the CSKB User Behavior Dashboard Report. </td> </tr> <tr> <td>I search and don't find what I need!</td> <td> CSKB Tips: Finding Articles Searching isnt the only way to find what you need; try browsing, it's a great way to find relevant articles, and can help create a foundation for proper search terms. The articles in the CSKB are organized using the same classifications you use every day. Browsing allows you to look for articles based on policy, and skill group, when you browse you know you are looking at all the available Guides, Solutions etc.. for that policy or activity type.
 Example using Guides: A customer is having issues understanding their invoice, hover over Guide > CCR SR Topic and select Billing, this will take you to a list of all the Guides that have been classified as billing. You can then filter further by keyword or L2 classification. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/browse.png"> <h2>Filtering Search and Browse Results</h2> You can filter for a specific type of content using the Filter Results box on the left side of the page. <ul> <li>For example; if you want to send a seller an email with instructions to open an unpaid item case, you could run your search normally and filter for Solutions to find the right email template
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/filter%20SOL.png"></li> </ul> Use the Filter text box above the search results to refine your search by particular keywords. <ul> <li>This is a great option if the article you want is in the search results, but not high up enough to find easily</li> <li>Enter keywords from the article you're looking for, and the search results will update as you type <ul> <li>Note: These keywords will search only from the visible information on the search results page (article title, document ID, and preview text). Since this feature is so fast, try using a different keyword if the first one doesn't find

your article!</li> </ul> </li> </ul> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3127/filter3.JPG"> <ul> <li>Filter text boxes are used for more than just search. They are also on browsing pages, "My Recommendations," "My Favorite Articles," and more!</li> </ul> Recommendations: <ul> <li>If you or your teammate feel that there are missing search terms, use the Let us know link found at the bottom of the search results, tell us what you were looking for, and the terms you used for searching</li> </ul> </td> </tr> <tr> <td>I just want to use my keywords/I dont know what to search!</td> <td> CSKB Tips: Finding Articles
 Focus on teaching your teammate to browse, they can use their normal SR Classifications, and then type the keywords they know and love into the filter text box. (<a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1441&viewlocale=en_US&curPage=art&prevPage=srp#above">Same instructions as above scenario</a>) Monitor:
 Currently there isnt a way to view how often your teammates are using the browse feature, you may notice a decrease in searches. The best way to check in on CSKB article navigation is through NICE recordings, and conversations with your teammate. </td> </tr> <tr> <td>I am overwhelmed by search results/ I just want to see GUIDES!</td> <td> CSKB Tips: Finding articles Show your teammates how to filter for a specific type of article using the Filter Results box on the left side of the page. <ul> <li>For example; if you want to send a seller an email with instructions to open an unpaid item case, you could run your search normally and filter for Solutions to find the right email template
  </li> </ul> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/filter%20SOL.png">

 Monitor:
 You can monitor your teammates progress using the Navigation From Search Usage view in the CSKB User Behavior Dashboard, and checking the total Facets used.</td> </tr> <tr> <td>I am struggling with site issues and I can't

find alert articles.</td> <td> CSKB Tips: Bugs (Alerts) Remember that there are several ways to view articles for existing Site Issues: <ul> <li>Check the "High Impact Site Issues" box on the home page to see the bugs affecting the most members at the moment</li> <li>Click on "Site Issues" on the top menu bar to browse through the alert articles ordered newest to oldest</li> <li>When searching, use the "Site Issues" filter</li> </ul> CSKB Tips: Staying Up to Date and In the Know Specifically show your teammate that they can subscribe by content channel, have them browse to the Site Issues page, and select "Subscribe" they will begin receiving emails anytime an Alert Article is created, or updated.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/site%20issues.png"> Note: The example given in the CSKB tips article is for Promos, the steps will be the same for Site Issues. </td> </tr> <tr> <td>I am struggling with a specific policy/ How am I supposed to know when policies/workflows change?</td> <td> CSKB Tips: Staying up to date and in the know Have your teammate browse down to the SR Level 2 of the policy they are struggling with, and subscribe! In the screenshot below, we have just subscribed to GUIDEs related to Selling > Shipping and will begin receiving emails anytime those articles are updated.
   <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/subscribe(1).png"> </td> </tr> </tbody> </table> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1441&ViewLocale=en_US#">Filters and views</a></h3> Filters There is quite a bit of information in this report and it can be overwhelming: <ul> <li>Practice and find what works best for you and your team</li> <li>We have taken the time to test these views and identify best practices</li> <li>Use the workflows below to help coach your teammates</li> <li>You can view all of this information for any staff group, team, or teammate by applying the filters found on the left</li> <li>Your filter selections will carry through each panel as you navigate <ul> <li>Each time you change the filter you will need to use the

Apply button found at the top</li> </ul> </li> </ul> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/CSKB%20Adoption%20KM%20OPS/GUIDE1441/GUIDE1441_Filter_new_US_2.jpg"> Views Here is a high level explanation of each of the available views: Subscriptions and Favorites: This panel is a summary of monthly/current subscriptions and favorite trends. Favorite Trends: This panel uses a bar and line graph to illustrate the total favorites added, and the access to documents from favorites. Favorites Channel Split This panel will show you the favorites split by Channel (eg: Guides, Promos etc..). Subscription Usage This panel looks at subscription usage and trends. Navigation from Search This panel provides insight into teammate search behavior. Facet This panel details the facet usage trends used by Teammates to filter search results. (Facets are the filters applied to search results, to only see certain types of content such as Solutions, or guides.) Teammate This panel shows the document access from favorites by Teammate NT. Teammate Decile This panel provides you with a ranking of articles viewed from subscriptions, and total document views. Allowing you to see which articles are used most by your team, or individual teammates. </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal Information Review CSKB user behavior in BIX The CSKB User Behavior report in BIX contains data for all the CSKB Users (eBay Employees). There are a lot of options and filters available that will provide you with a wealth of information. To access the report in BIX: <ol> <li>Type bix/ into your browser.</li> <li>Select CS Analytics v1.0.</li> <li>Select Shared Reports.</li> <li>Select <b>CSKB User Behaviour</b>.</li> <li>Select <b>CSKB Dashboard</b>.</li> </ol> To access the reports: <ol> <li>Select the report you would like to use: <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3186&subscriptionID=18D3B5F211EB91A16BCB0080EF055927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1" target="_blank">CSKB User Behaviour Dashboard</a>
 <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3140&src=mstrWeb.3

140&documentID=1438F73011E733CE56820080EF051511&project=CS+Analytics+v1.0 &server=LVSAISMSI09" target="_blank">KM Analysis</a>
 <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3186&subscriptionID=1C60C81411EB91A06BCB0080EF157927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1" target="_blank">KM Linking Scorecard</a> </li> <li>You may need to authenticate your session.</li> <li>Once you input your login and/or authenticate, the report will load.</li> </ol> CSKB search A common CSKB pain point is searching for content. This takes practice, especially when a teammate is new to eBay's vocabulary. There's a way to view specific terms used by an individual teammate. Take a moment to look at the terms your teammate is using. Compare their own terms against expectations as examples for improving their search results. <ol> <li>Begin on the Navigation from Search view.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_Nav_Search.jpg">

 This panel provides insight into teammate search behavior.
  </li> <li>Apply filters based on the staffgroup, location, timeframe or teammate you would like to see. <ul> <li>Like other views, you can apply any filters you would like to drill into the department or group you are reviewing</li> <li>However, on the Search Navigation View, you cannot filter using document IDs, or channel.</li> </ul> </li> <li>Select Apply and wait for your view to update. <ul> <li>You are now looking at Total Search Usage, Total Successful Searches, meaning they clicked on 1 (or more) search result</li> </ul> </li> <li>To view the search terms, select the cells and right click Show Data. <ul> <li>Wait for the new window to appear

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_NAV_Search2.jpg">
  </li> </ul> </li> <li>Select the + Icon (Add Data) on the top left of the new window.</li> <li>Select Search Text (and any other info

you would like to add).</li> <li>Select Ok.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDe1441_Nav_search3.jpg">
  </li> <li>Wait for your new grid to load.</li> <li>From here you can view search terms, frequency and success rate. <ul> <li>If you have the option to Add to Grid select that option for easier navigation</li> <li>If you are reviewing multiple teammates and want to see which teammate entered the search text: <ol> <li>Select the plus sign icon again.</li> <li>Add Agent NT.</li> </ol> </li> </ul> </li> </ol> Favorites <ol> <li>Open the <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3186&subscriptionID=18D3B5F211EB91A16BCB0080EF055927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1" target="_blank">CSKB User Behaviour Dashboard</a>.</li> <li>Begin on the Favourites Trend view.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_Favorites1.jpg">
 This is a view of favourites. If you would like to see a collective view of favourites and subscriptions view 1 will provide you with details on Favourites and Subscriptions respectively.</li> <li>Using the Document ID filter, add the document ID you wish to see data for. <ul> <li>You may type the document ID, but to get the filter to work you need to select the article ID that appears.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_Favorites2.jpg">
  </li> </ul> </li> <li>Click Apply and wait for your view to update.</li> </ol> Tip: Want to view more than 1 article ID at a time? <ol> <li>Go to the filter Document ID, click on the black arrow icon on the right hand side and select Allow Multiple Selections.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_Favorites3.jpg"></li> <li>You will be able to add more documents IDs now.</li>

<li>In order to see the article IDs in your grid separately, select a cell, right click on that cell, and select Show Data.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1441/GUIDE1441_Favorites4.jpg"></li> <li>In the new window, click on the + icon (Add Data) and select Document ID. Wait for the data to load. <ul> <li>If you have the option to Add to Grid select that option for easier navigation</li> <li>If you are reviewing multiple teammates and want to see which teammate entered the search text: <ol> <li>Select the plus sign icon again.</li> <li>Add Agent NT.</li> </ol> </li> </ul> </li> </ol> Subscriptions Open the <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3186&subscriptionID=18D3B5F211EB91A16BCB0080EF055927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1">CSKB User Behaviour Dashboard</a> To view current Subscriptions your teammate has: <ol> <li>From the Subscription Usage view, apply the filter options you want to see results for.</li> <li>From here you will be able to see their subscription usage, and how it has changed month to month.</li> <li>For details on which articles they have in their subscriptions, right click on the cell that you would like to drill down to and select Show Data.</li> <li>A new box will appear, in that box click on the plus sign icon and select Document ID <ul> <li>This will provide you with a list of articles from their subscriptions <ul> <li>If you are reviewing multiple teammates and want to see which teammate entered the search text: <ol> <li>Select the plus sign icon again.</li> <li>Add Agent NT.</li> </ol> </li> <li>If you would like to have this view available on your panel: <ol> <li>Select add as grid.</li> <li>The search information will be added to your facets view.</li> </ol> </li> </ul> </li> </ul> </li> </ol> Search and article views Open the <a href="https://bix.corp.ebay.com:443/MicroStrategy/servlet/mstrWeb?evt=3186&src=mstrWeb.3

186&subscriptionID=18D3B5F211EB91A16BCB0080EF055927&Server=LVS-MSTR7B&Project=CS%20Analytics%20v1.0&Port=0&share=1">CSKB User Behaviour Dashboard</a>

 Search and Article Views: <ol> <li>Open the Navigation From Search view.</li> <li>Apply your filters.</li> <li>When the view refreshes you will see the Total Search Usage column. <ul> <li>This is the number of times your teammate entered a search query into the CSKB.</li> </ul> </li> <li>Compare the Total Search Usage to the Total Successful Searches. <ul> <li>Is your teammate searching successfully?
 (The graph will show an illustration of this information)</li> </ul> </li> </ol> Articles Viewed by your Teammate: <ol> <li>Go to the Teammate panel. <ul> <li>In this view you will see how often your teammates access documents from their favorites</li> <li>You can also see their total documents accessed.</li> </ul> </li> <li>Right click the cell youd like to drill into under Total Doc Access.</li> <li>Select Show Data from the menu.</li> <li>A new box will appear, in that box click on the plus sign icon and select Document ID <ul> <li>This will provide you with a list of articles from their subscriptions <ul> <li>If you are reviewing multiple teammates and want to see which teammate entered the search text: <ol> <li>Select the plus sign icon again.</li> <li>Add Agent NT.</li> </ol> </li> <li>If you would like to have this view available on your panel: <ol> <li>Select add as grid.</li> <li>The search information will be added to your facets view.</li> </ol> </li> </ul> </li> </ul> </li> </ol> </h2><h2>GUIDE.SUMMARY CSKB reporting in BIX CSKB reporting provides a way to educate and coach teammates on their CSKB usage. Crafted scenarios found within this article help you guide your team to success. Reporting can: <ul> <li>Help you understand where your team might be struggling</li> <li>Address specific CSKB-related frustrations</li> <li>Provide targeted up-training and best practices to coach</li> <li>You can get article hits by staffgroup, staffgroup

location or document ids</li> </ul> The sections below provide steps and workflows for you and your teammates. </h2>