

# Knowledge Base Quick Access Recommendations

Agents can now find the three most relevant articles at any time in the Quick Access section, located in the knowledge panel. Our models use the conversation context to retrieve the three most relevant articles in the Quick Access section, saving browsing and search time agents would have spent in order to find the right solution.

The screenshot displays the ASAPP Agent Desk interface. On the left, a chat window shows a conversation with 'Katy Zhuang' (ID: 3177346226) regarding a 'Change Plan' (ID: 243543910001). The chat history includes messages from 'Mateo Sanchez' and 'Katy Zhuang'. The chat input field contains the text: 'Thanks for contacting us at Hudson Support. You too! Glad I was able to help. It was a pleasure to help you, thank you for contacting us.' Below the input field, there is a search icon and a 'Customer waiting 00:00' indicator.

On the right, the 'Knowledge Base' panel is open, showing 'Quick access' and 'All Files' tabs. Under 'Suggestions for your conversation', three articles are listed:
 

- Upgrade my package**: Hudson is working to help customers who c... (1)
- How to Dispute a Charge: Everything ...**: Choose your desired plan, then select Conti ...
- Error Message Signal Code Explanati ...**: A signal code is a code on a signal error mes...

 Below this, the 'Favorites' section lists:
 

- How to apply for a Credit Card**: Hudson is working to help customers who cannot... (2)
- Cancel Credit cards**: Choose your desired plan, then select Continue or...
- Credit Card Basics**: Cards + Perks Find a Card Credit Cards Prepaid C...

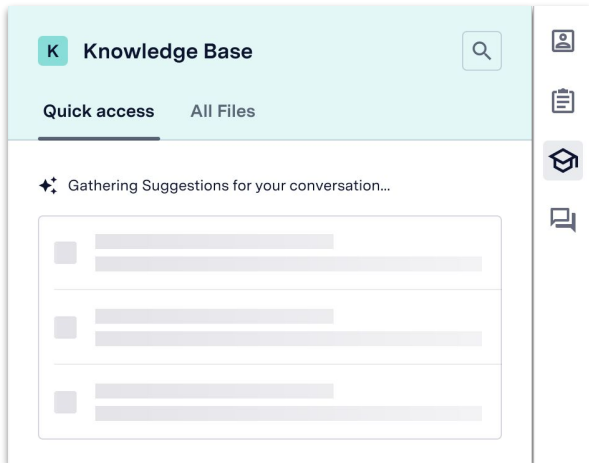
 The interface also features a right-hand navigation rail with icons for user profile, chat history, and other functions.

## Quick Access

This section is opened by default when agents click on the knowledge base icon at the right rail. Here, agents will find:

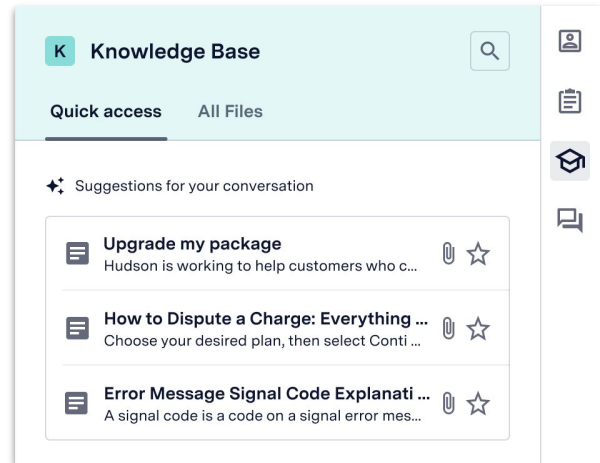
- (1) Contextual suggestions
- (2) Favorite articles

## How it works



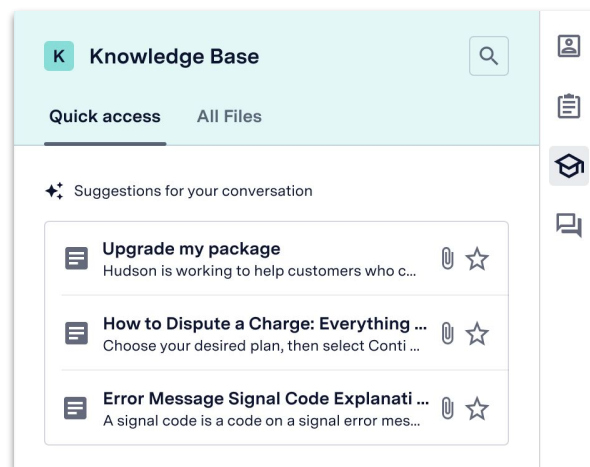
### 1. Warm up

At the very beginning of the chat agents won't see suggestions. As soon as enough content is gathered, suggestions will start appearing.



### 2. Suggestions

The most relevant articles (based on the conversation) will fill the three slots.



### 3. Refresh

Fresh sets of articles will automatically replace the ones being displayed as the conversation evolves and relevance of articles changes.