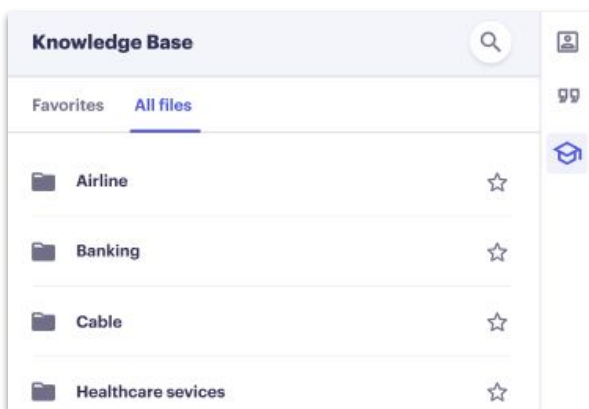


Knowledge Base Favorite Folders

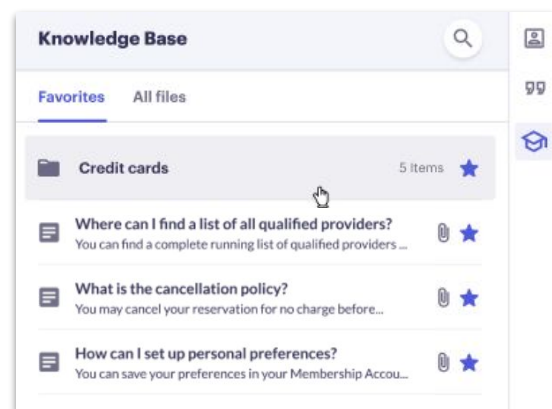
Agents mark articles as a favorite so they can access them quickly in future conversations.

When there are too many relevant articles strongly related to each other, favoriting all of them individually is no longer helpful. Favorite folders solves for those cases, enabling agents to mark as favorite multiple related articles under the form of a folder.



Favoriting folders

Agents can mark folders as favorite when browsing and find them in the Favorites Section.



Favorites section

Agents will find both favorite articles and favorite folders in the same place.