

Knowledge Base Navigation Redesign

Knowledge Base navigation has been optimized for agent efficiency, based on standardized UX patterns and best practices. The new experience should reduce time spent finding articles, through an upgraded search and browsing experience.

1. Favorites
2. All Files
3. Search

The screenshot displays a chat interface with a customer named Penelope Williams-Smith. The chat history shows the following messages:

- Customer: "Hi my Name Is Nathan May I please have your 1st and last name1" (10:20 AM)
- Agent: "Hi, my name is Penelope Williams-Smith" (10:20 AM)
- Customer: "Hello, How can I help you today?" (10:20 AM)
- Customer: "I'm having problems with the UH Hudson. It's saying complete signal loss" (10:20 AM)
- Customer: "It's been like that for about 2 hours. Now" (10:20 AM)
- Agent: "alright I'll be more than glad to assist you with this today, Penelope" (10:20 AM)
- Customer: "May I please have the code, which is on the upper right corner of the screen of that message" (10:20 AM)

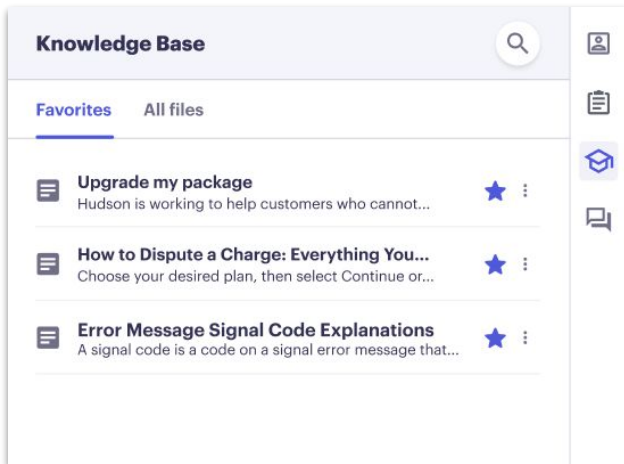
The agent's response area contains the following text:

Okay let me take a look.
Okay let me take a look. One moment please.
Okay I'm sorry.

The Knowledge Base sidebar on the right is titled "Knowledge Base" and features a search icon (3) and two tabs: "Favorites" (1) and "All files" (2). The "Favorites" tab is active and displays three articles:

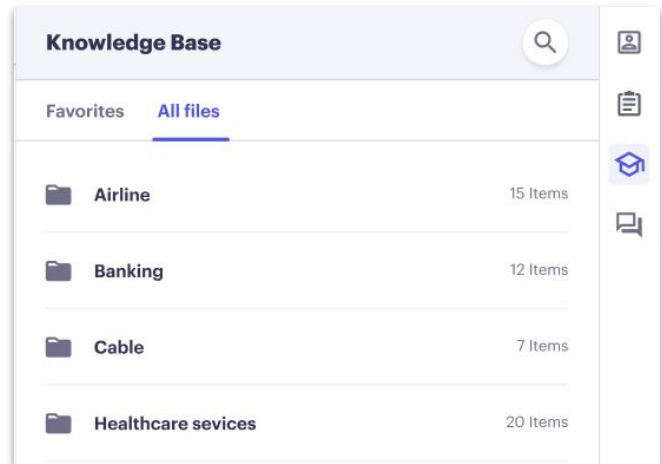
- Upgrade my package**: Hudson is working to help customers who cannot...
- How to Dispute a Charge: Everything You...**: Choose your desired plan, then select Continue or...
- Error Message Signal Code Explanations**: A signal code is a code on a signal error message that...

Core features



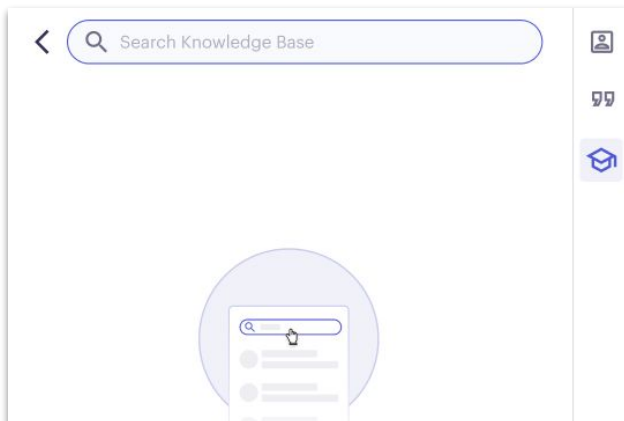
Favorites

Agents can favorite documents. Favorites will be surfaced in this tab giving them faster access to the articles they use the most.



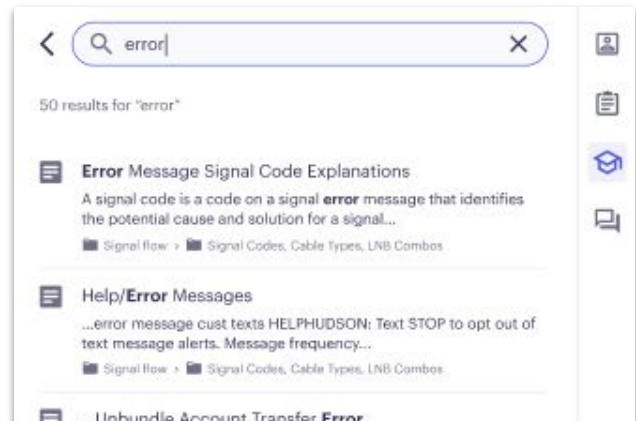
All Files

All Files provides a home for all documents. They are organized into folders in an improved and compact way, making it easy to find them quickly.



Search Landing

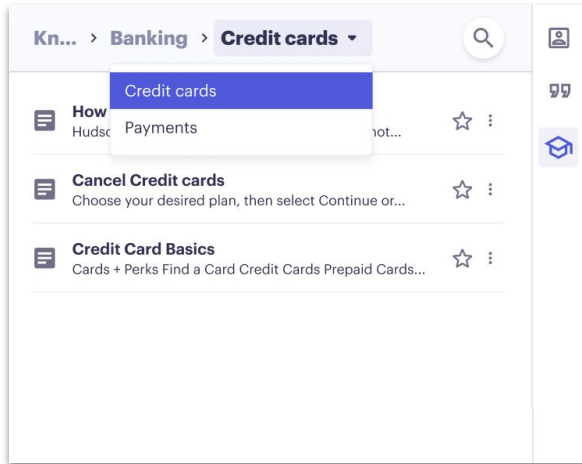
The search bar enables searching across the whole corpus of documents.



Search Results

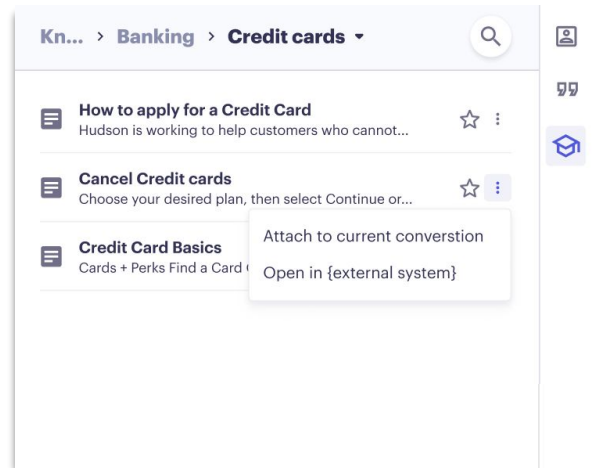
Agents will get partial results as they type their query so that they can find the document they are looking for more quickly.

User experience enhancements



Improved navigation

Agents can return to previous levels in the hierarchy or jump into a sibling folders by clicking on a folder name.



Contextual actions

Agents can take primary actions by clicking on the appropriate icon. Secondary actions are located in the menu denoted with three dots.