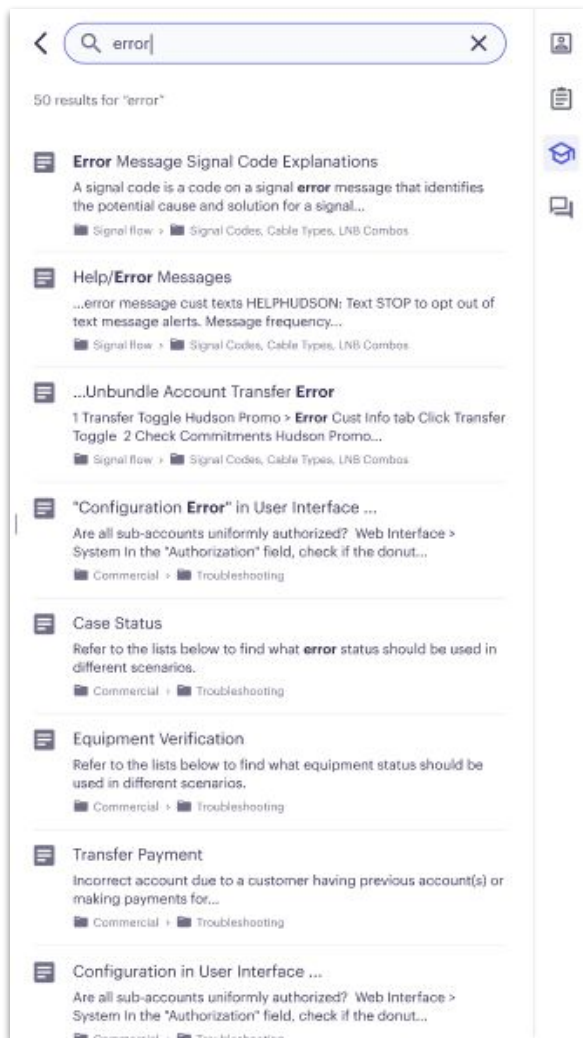


Knowledge Base Search Enhancement

The new Knowledge Base search engine improves the relevance of the documents retrieved for a given search while increasing the flexibility of queries.

Agents will no longer have to type an exact sequence of words in the search bar in order to obtain a result. Instead, they will obtain relevant results even with incomplete words.



New search ranking criteria

Articles retrieved from agents' searches depend on the exact and partial matches between the query and the title and content of the articles.

Search results are ranked based on the weighted combination of the following criteria:

1. Exact matches in Title (highest weight)
2. Exact matches in Content
3. Partial matches in Title
4. Partial matches in Content (lowest weight)