

Mastering Help Questions



Leveraging Help Questions in Athena for Effective Knowledge Acquisition.



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1. Introduction

The ConverSight Help Question feature is meticulously designed to offer comprehensive support to users in formulating a wide array of question types compatible with Athena. Its primary goal is to assist fellow Athena users in comprehending the nuances of framing queries effectively within the platform. By providing detailed guidance and examples, this feature aims to empower users with the knowledge of crafting varied and impactful questions tailored for Athena. As part of ensuring easy accessibility and user convenience, this functionality will seamlessly integrate into the Frequently Asked Question (FAQ) section within the Athena chat interface. This integration is intended to serve as a readily available resource, facilitating users in maximizing their interaction and engagement with Athena.

2. Accessing Help Questions

Access to the Help Questions feature within ConverSight is exclusively available to users holding data admin privileges. These authorized users possess the capability to append new help questions, edit the existing one and delete, which will promptly appear within the Frequently Asked Question (FAQ) section. Below are the steps detailing how to access the Help Questions feature within ConverSight.

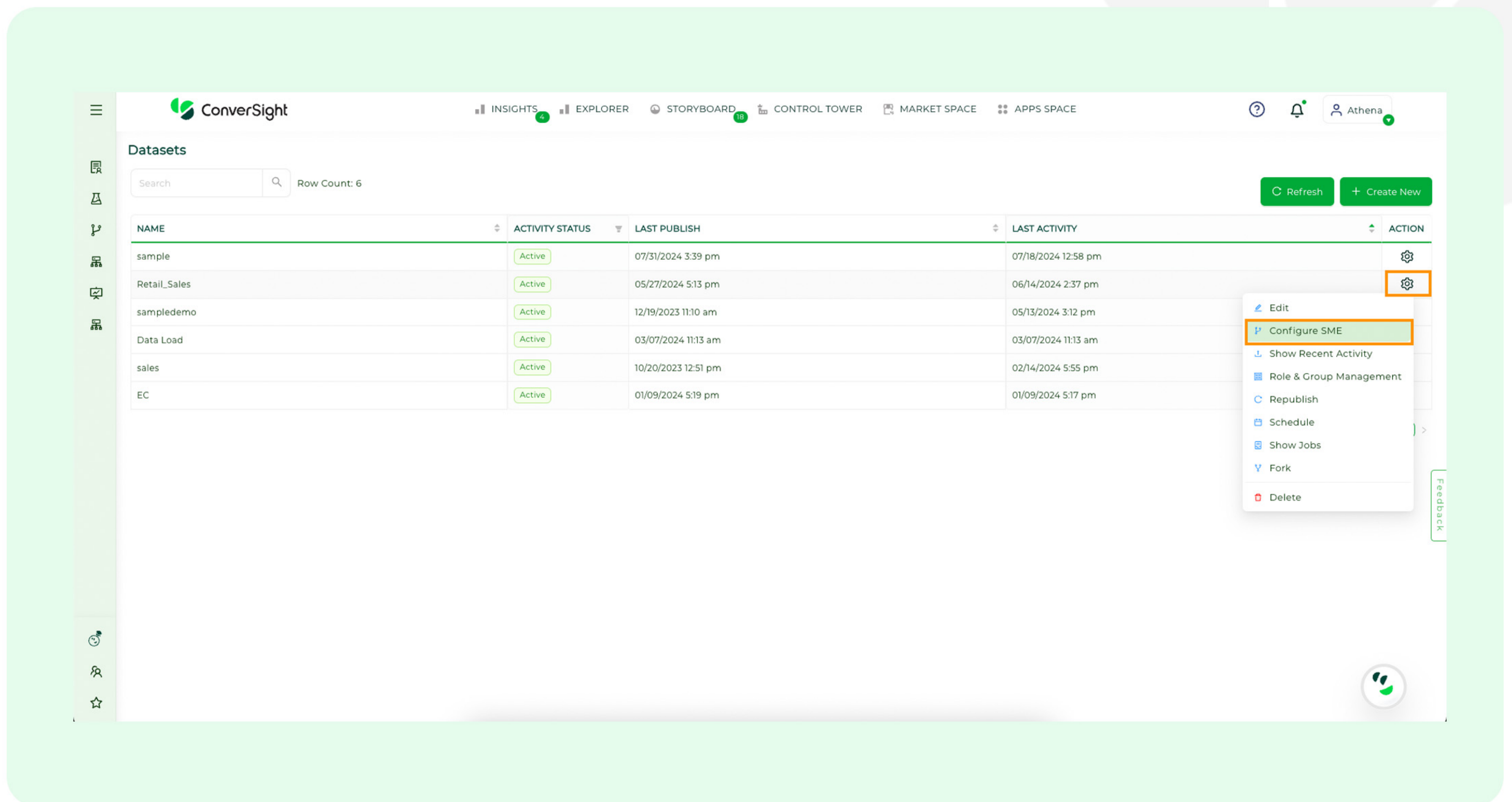
Step 1: Select **'Data Management'** from the **'Data Workbench'** menu.

The screenshot shows the ConverSight dashboard. On the left, the 'Data Workbench' menu is open, with 'Data Management' highlighted. The main area displays a horizontal bar chart for 'business - 1' showing revenue by city. Below the chart is a text box titled 'Uncovering the Range: Exploring the Diverse Revenue of Customers' with a summary of customer revenue. A pie chart below shows revenue by customer.

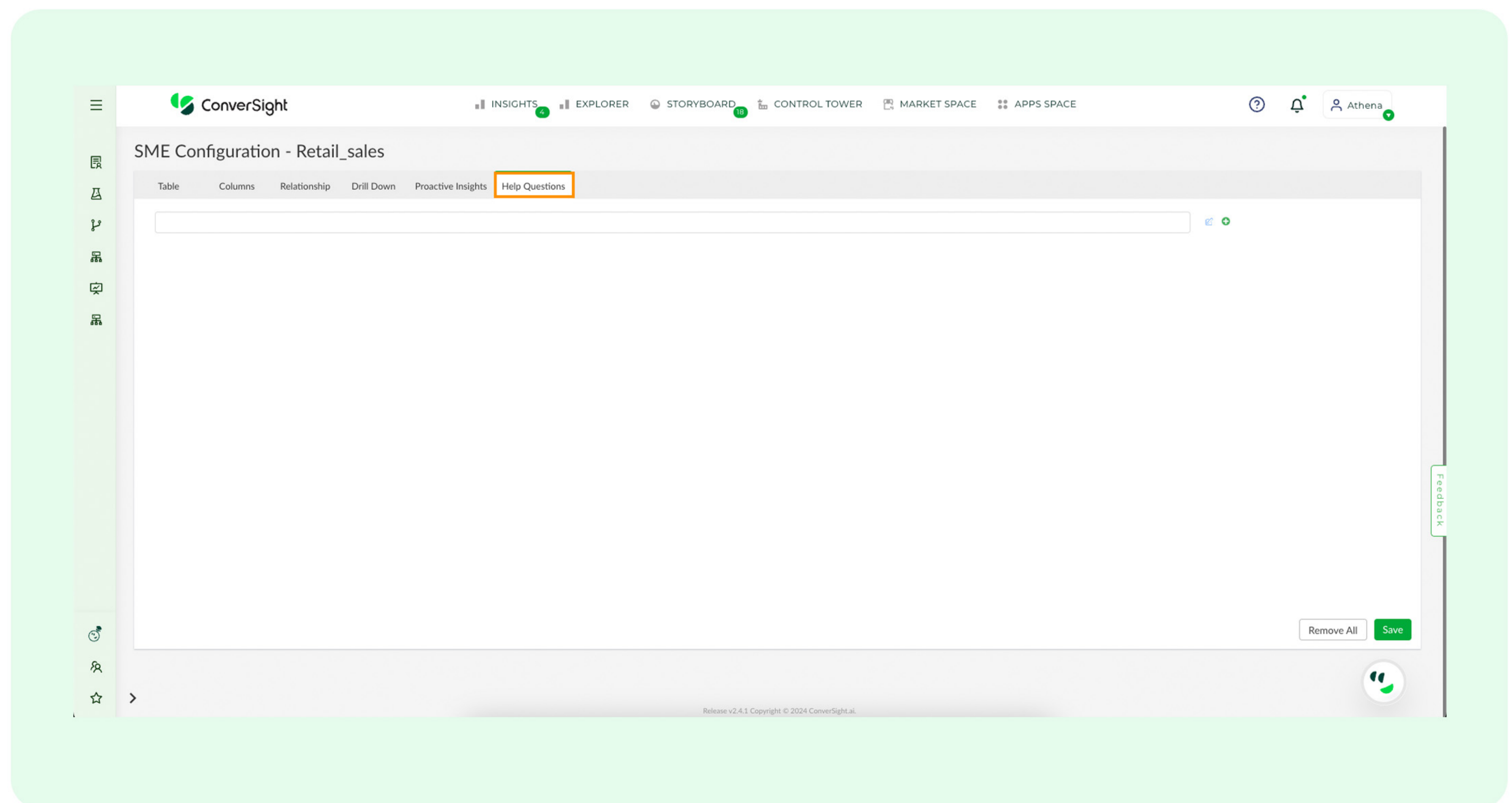
City	Revenue (\$)
Rochester	~65.5 Million
San Diego	~63.82 Million
Long Beach	~64.85 Million
San Francisco	~54.49 Million
Boston	~10 Million

Customer	Revenue (\$)
Fran Frumine	~65.5 Million
Sascha Johnson	~63.82 Million
Nass Torres	~64.85 Million
Kim Rogers	~54.49 Million
Kei Thompson	~10 Million
Gabby Taylor	~10 Million

Step 2: Choose the dataset you intend to create the Help Question and click on the **'Settings'** icon in the Action column. Next, select **'Configure SME'** from the options provided.



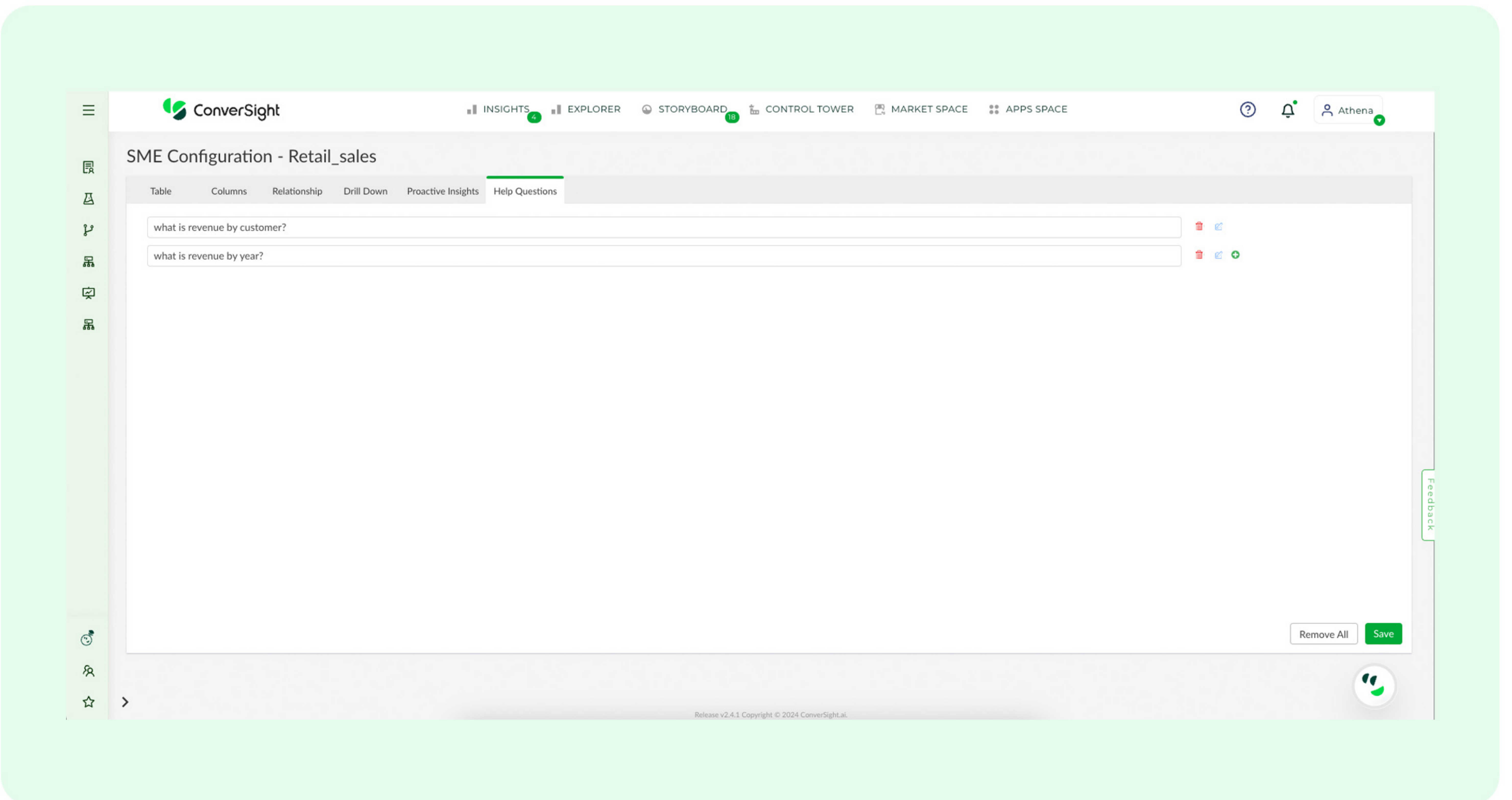
Step 3: Now, click on the **'Help Questions'** Tab.





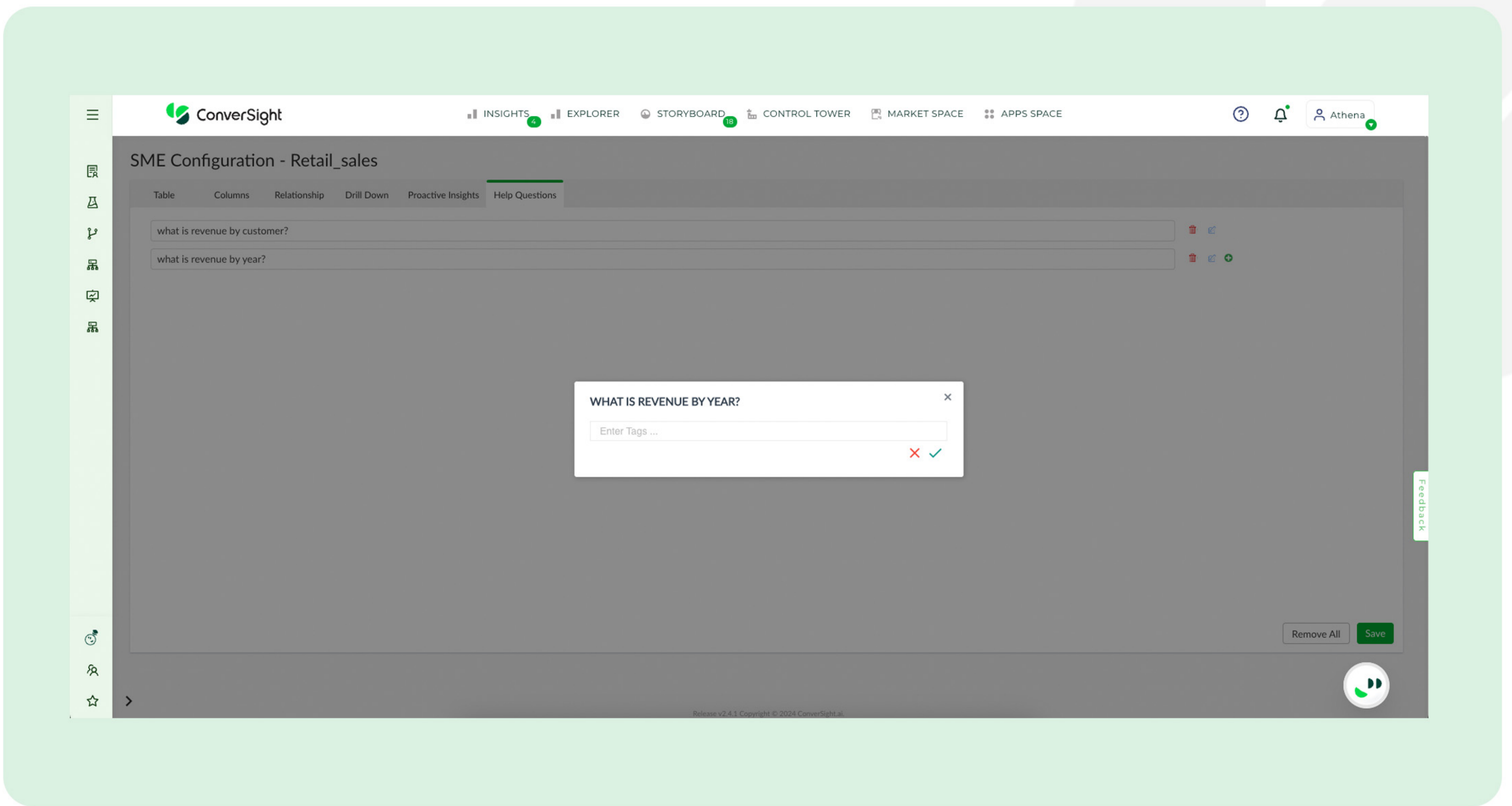
2.1 Tailoring Queries

The Simplified UI empowers users to personalize their queries within the Help Question feature by utilizing the text box section, allowing for a tailored approach to formulating inquiries. To expand Help Questions, users can easily add more by clicking on the **'Plus'** icon, triggering the addition of an extra text section dedicated to incorporating further queries. Once the questions are curated and finalized, saving these modifications is the next step, ensuring that the updated set of help questions becomes readily available for users.



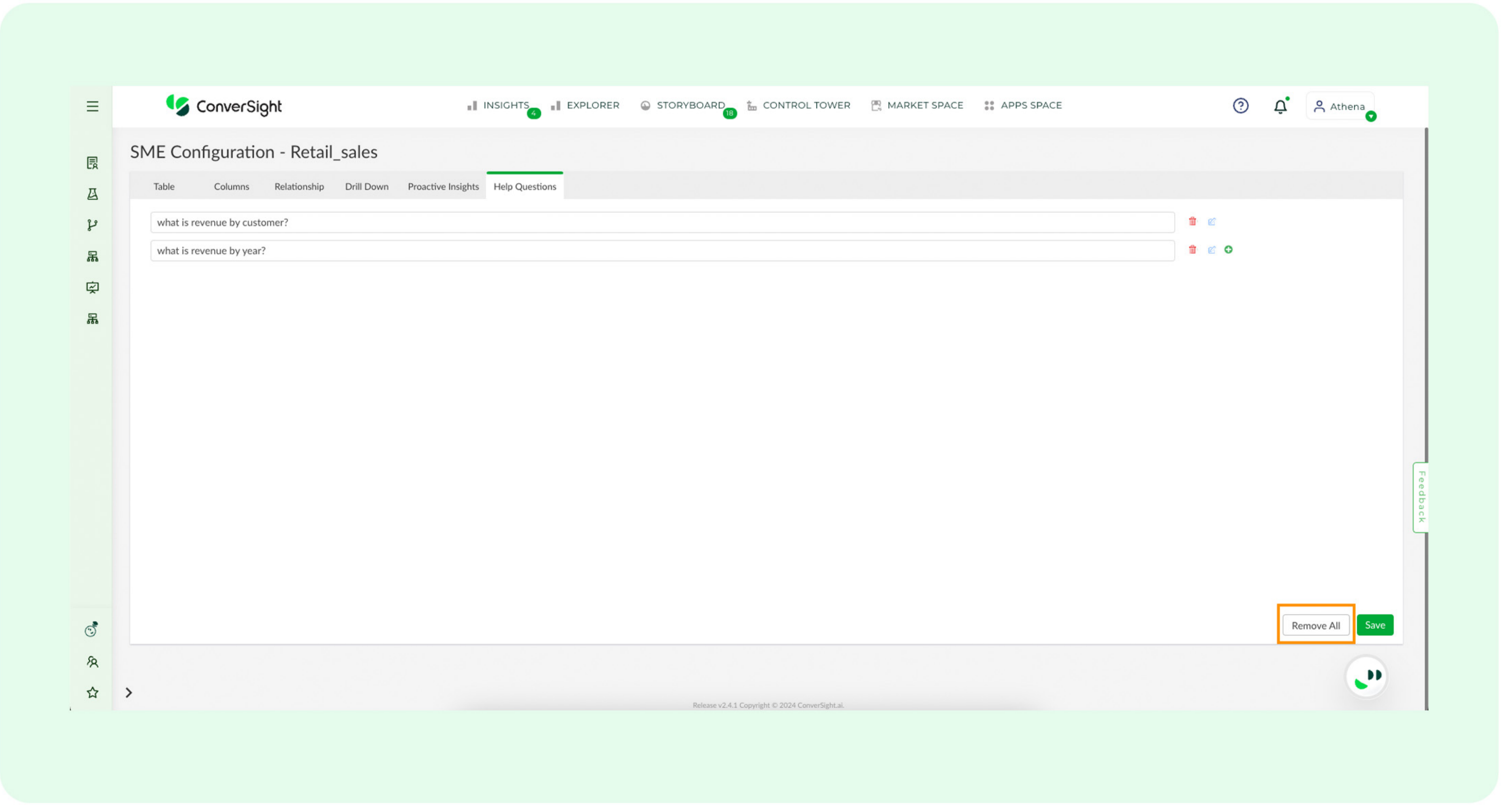
2.2 Including Tags

Apart from adding their own questions, users can improve clarity by assigning tags to their questions within the Help Questions tab. By choosing the **'Tag'** icon, they have the option to assign relevant tags to their questions. These tags act as labels or categories that assist in classifying the questions based on their topics or themes. The tagged questions are subsequently displayed under their respective tags, which enables easy access to specific question categories in Athena.



2.3 Deleting Queries

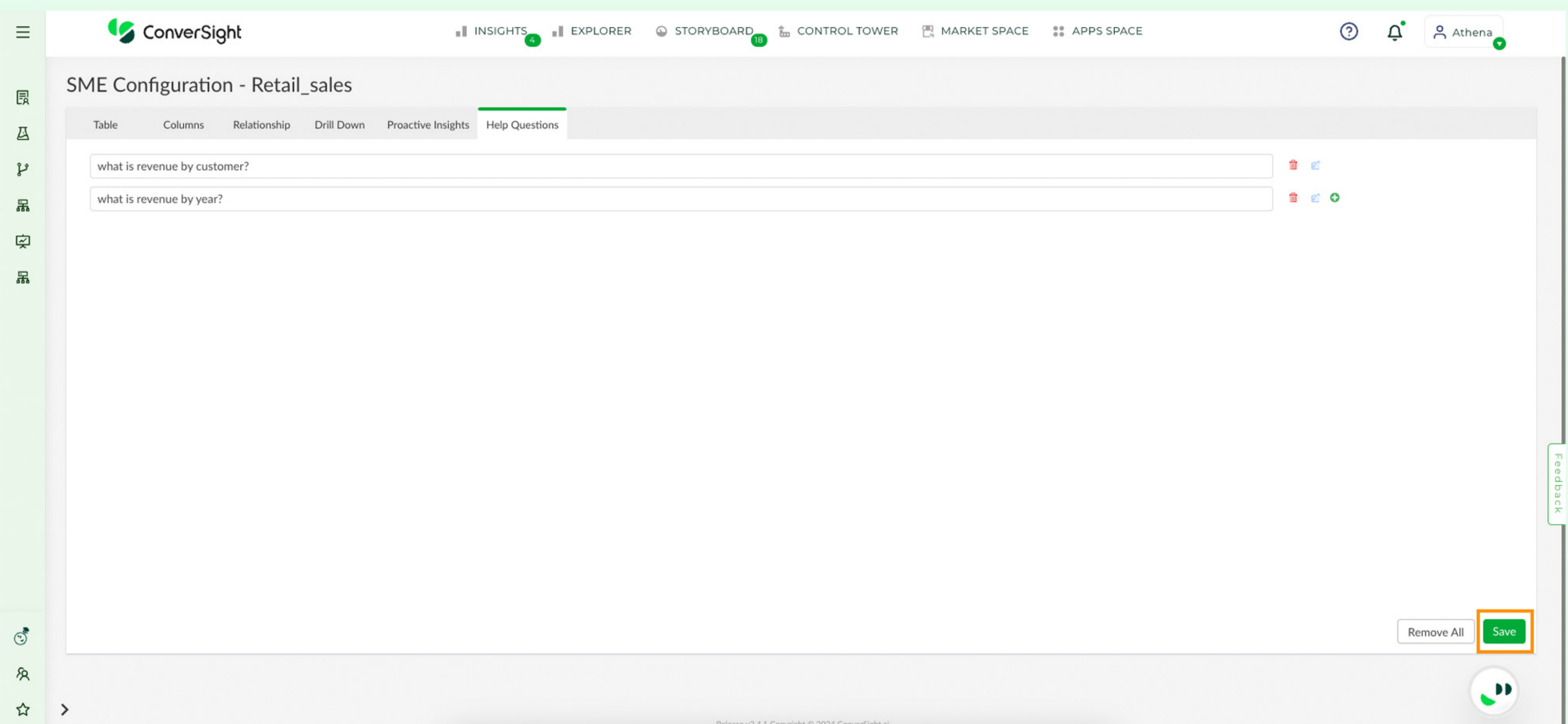
To delete a specific question, simply click on the **'Delete'** icon linked to that particular query and then click on the **'Save'** button to apply the changes within the platform. This feature streamlines the process of removing individual questions that have become irrelevant or insignificant.



Moreover, the **'Remove All'** button allows for the simultaneous removal of all questions, offering a fast and efficient method to clear the question list if desired. Athena empowers users with complete control over the management of their questions.

Note:

Changes made within the Help Questions tab will be visible only after they've been saved by clicking on the 'Save' button.



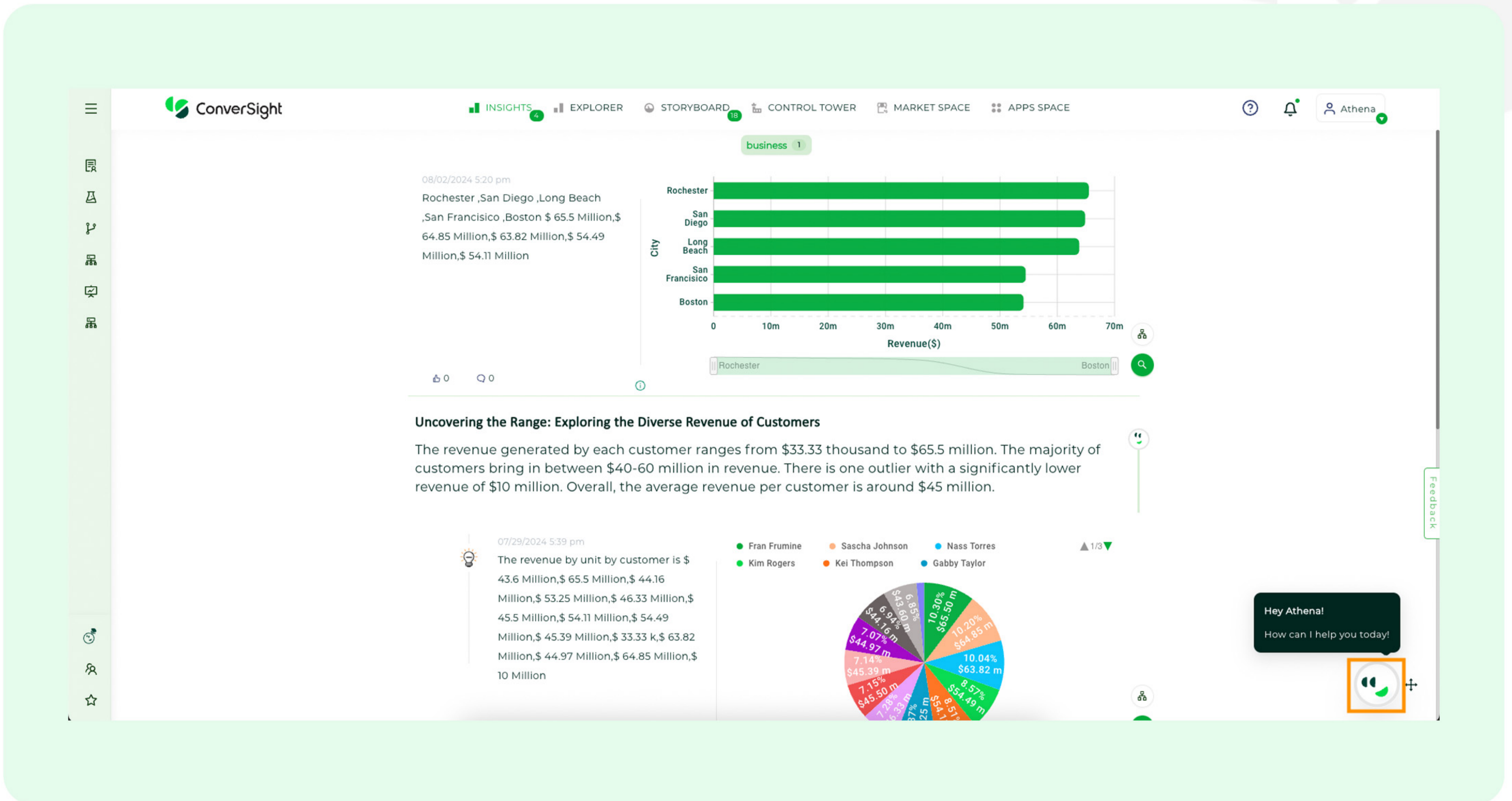
2.4 Help Questions as Frequently Asked Question (FAQ)

The Help Questions that users create are accessible within the Athena Chat through a dedicated section known as the Frequently Asked Question (FAQ) segment. These inquiries are meticulously organized and sorted using tags, which efficiently categorize them into specific question types and topics. This thoughtful arrangement enables users to swiftly navigate and access particular question categories within a systematically arranged framework.

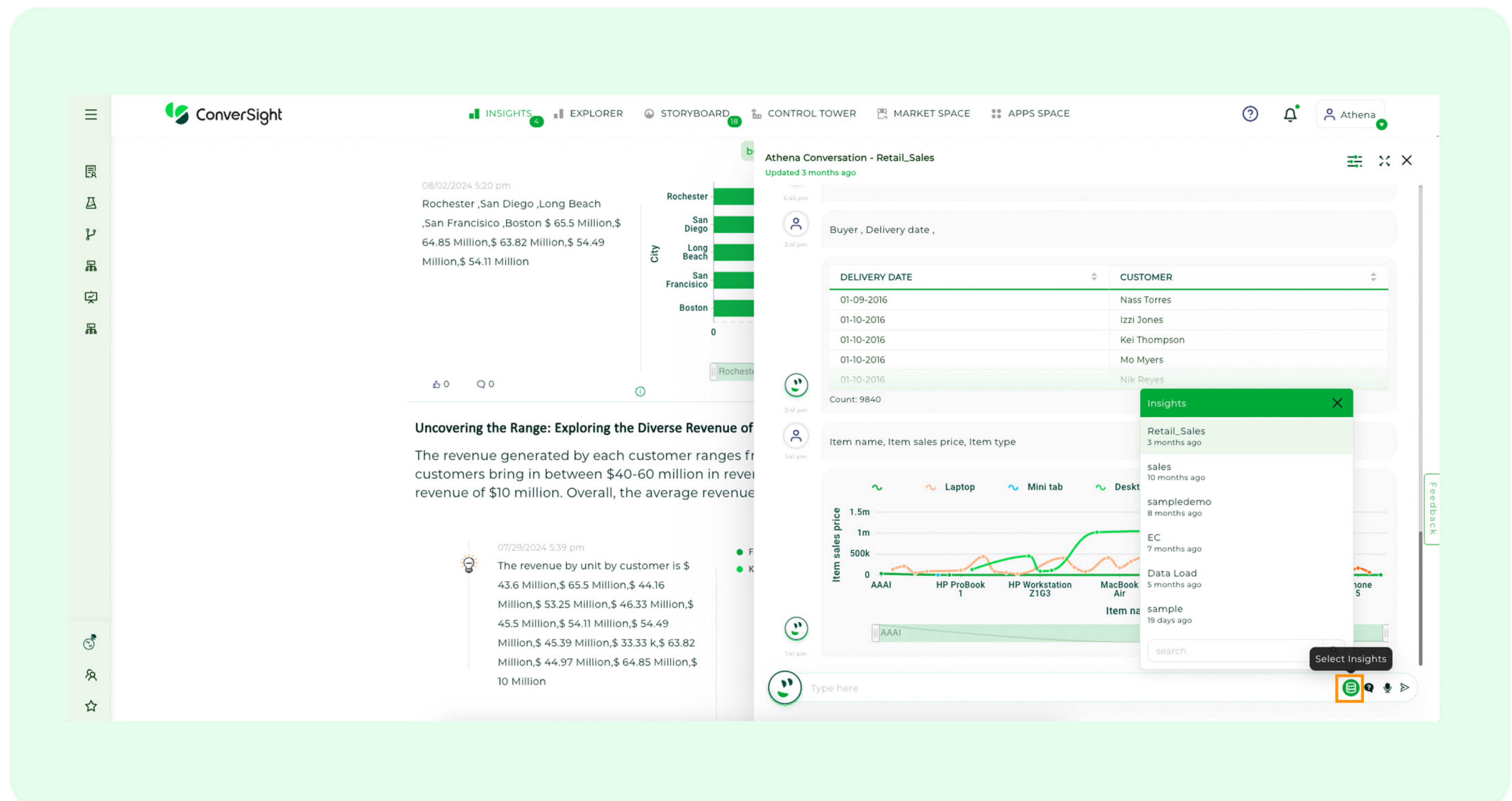
The FAQ serve as an invaluable resource for users, offering guidance on how to structure questions effectively within the chat interface. They not only provide examples but also offer insights into different approaches for posing queries.

By exploring the Help Questions in this section, users gain a comprehensive understanding of the various ways questions can be formulated and presented. To explore Help Questions as FAQs, users can follow these steps:

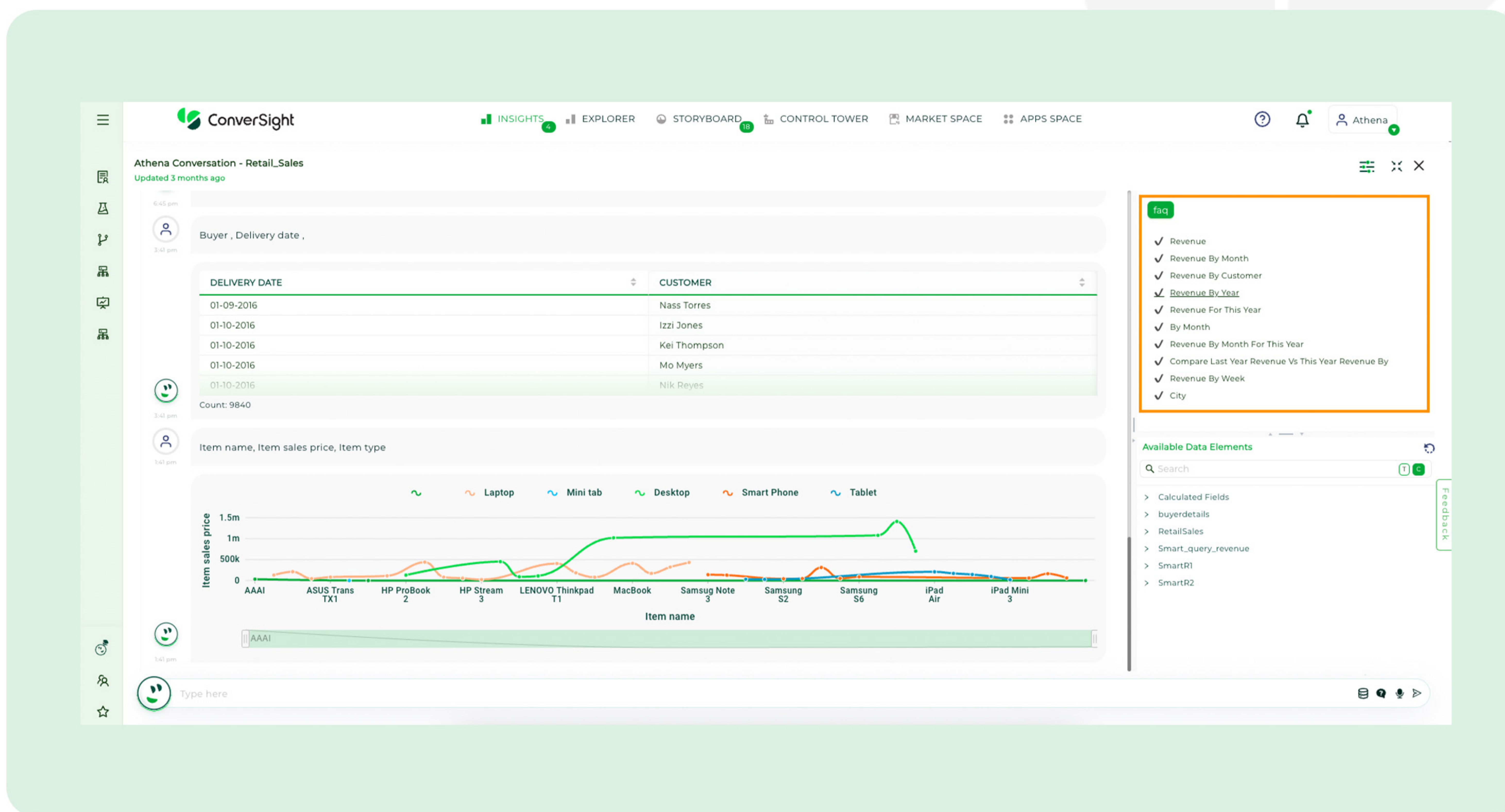
Step 1: Click on 'Athena'.



Step 2: Choose the Dataset for which you wish to query.



Step 4: By Entering the query and over Athena's response, click on the **'Highlighted'** button in the image below, to view the Help Questions as FAQs.



By following these steps, users can benefit from the well-organized and thoughtfully curated Help Questions, gaining knowledge and ideas on how to tailor their own questions effectively within the Athena chat.

3. Conclusion

In conclusion, the Help Questions tab in Athena offers users a valuable tool to optimize their data exploration journey. With the use of tags, users can improve clarity and conveniently categorize their queries. Additionally, the option to delete individual questions or clear the entire question list provides users with complete control, ensuring a personalized and efficient experience. The flexibility to customize question lists further empowers users to tailor the questions according to their specific needs and objectives. Embrace the power of the Help Questions tab and unlock new levels of efficiency and effectiveness in your data analysis with Athena.

Join our customers who have accelerated growth with ConverSight



About ConverSight

ConverSight's Adaptive Analytics platform uses conversational AI, Natural Language Processing and machine learning to converge the distance between humans and data through data stories, presenting the meaning of data in the most effective, personalized and efficient form possible. ConverSight's patented AI business assistant, Athena, connects distributed databases to answer questions and Augment the consumers through 4 key functions: Information on demand, Automated Story Telling, Proactive Insights, and Recommended Actions.

For more information, visit www.conversight.ai

