



DATASHEET · CAPTURE · FAQ MANAGEMENT

Everyone on the team answers differently?

One answer for portal, phone and website chat.

FAQs are short question-and-answer pairs in your knowledge base. You write an answer once, customers find it in the customer portal, and your conversation agents answer on the phone and in website chat from the same text.

AT A GLANCE

Question and answer per language, a status from draft to published, reader votes and comments. Portal, team and agents all read the same answer.

01 · WHAT IT IS ABOUT

Same question, many answers. Now one answer everyone uses.

How do I reset my password? When will it ship? Questions like these come in every day by phone and chat, and everyone answers them a little differently. As an FAQ, the answer lives once in the knowledge base, kept up by your team and read by portal and agents.

ENTRY

Question in the title, answer in the body, plus category, tags and status

LANGUAGES

One version per language, AI translation at the click of a button

READERS

Customer portal, team, conversation agents and chat agents in Agent AI

FEEDBACK LOOP

Helpful or Not helpful with a reason, open feedback as a list

**Question and answer**

The question goes in the title, the answer in the editor, with images if you like. Add a category, tags and a short summary for lists.

Categories and filters

FAQs sit in categories and subcategories of the same knowledge base. The FAQ type filter shows you every question and answer at a glance.

Status before publishing

A draft stays hidden. Internal FAQs are read by team and agents; once published in a public knowledge base, they also appear in the portal.

Every language on its own

Each FAQ has one version per language. AI translation fills in more languages, and the Missing translations filter shows open gaps.

Votes and comments

Portal readers vote Helpful or Not helpful. A no needs a reason, which reaches your team as open feedback.

Answers on phone and in chat

Conversation agents read the FAQs of their assigned knowledge bases. In website chat they link public entries.

02 · HOW IT WORKS

Create, publish, assign, sharpen.

An FAQ is created in the knowledge base, goes live through its status and is assigned to an agent. Reader feedback shows which answer needs work.

1

Create an FAQ

Under **Knowledge Base AI > Articles**, use **Create FAQ**: the question as title, the answer as body, plus category and tags.

2

Set status and translate

Under **Publication status**, choose draft, internal or published. Add more languages with **Translate**.

3

Assign it to an agent

Under **Conversation AI > Conversation Agents**, choose the knowledge base on the **Knowledge** tab. Use **Test agent** to check the answer first.

4

Sharpen

Article ratings lists the weakest entries first. Read the comment, improve the answer, mark the feedback as done.

TECHNICAL DATA

FEATURE	DETAILS
Content type	FAQ in the knowledge base, next to article and snippet
Fields	Title, body, summary, category, tags, status, explainer video per language
Status	Draft, internal, published, archived
Visibility	Per knowledge base: internal, public in the customer portal or restricted by link
Feedback	Not helpful, suggestion, error, outdated, other; text from 10 characters
Agents	Conversation agents (phone, website chat) and chat agents in Agent AI
MCP tools	po_knowledge_add_article with type faq, po_knowledge_update_article, po_knowledge_search

03 · IN PRACTICE

Where FAQs catch requests every day.

Standard questions in website chat

Password, delivery time, returns: the questions that come in every day live as FAQs in a public knowledge base. Customers read them in the portal, and the website chat answers from them.

A hotline with fixed answers

On the phone, the conversation agent answers standard questions from the FAQs. Questions left open in a call show up under Article suggestions as a question from a conversation.

Multilingual customer service

An FAQ is written in German and extended with AI translation. While it is still a draft, your team reviews each language version, then publishes it.

FREQUENTLY ASKED QUESTIONS

What is the difference between an FAQ and an article?

An FAQ is a short question-and-answer pair, an article a detailed how-to. Both live in the same knowledge base and serve equally as a source for portal and agents.

Which agents use my FAQs?

Conversation agents on the phone and in website chat, and chat agents in Agent AI, each with the knowledge bases you assign to them. An assigned knowledge base counts with its internal and published entries.

Do internal FAQs stay within the team?

They stay out of the customer portal. Internal means readable for your team and for the agents you assign the knowledge base to. So give public agents knowledge bases whose content customers may hear.

How do I find out which FAQ is not helping?

Article ratings sorts by quality: a low helpful rate and many no votes rise to the top. You read open comments in the review dialog and mark them as done once you have revised the entry.

GET STARTED

Write your first FAQ.

Start in the web app under **Knowledge Base AI > Articles** with **Create FAQ**. Then assign the knowledge base to a conversation agent on the **Knowledge** tab.

paperoffice.ai/en/ai-faq-management-self-service-knowledge-portal



MORE ABOUT THE MODULE

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