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Your phone agent stumped by caller questions?

Now every open question lands on one list.

Knowledge Gaps collect, after every call your Conversation Agent takes, the questions that went unanswered or were answered poorly. Identical questions are counted, and after your review they become an article in your knowledge base.

AT A GLANCE

Identical questions grouped and counted, sorted by frequency, with class, lever and, where available, a suggested answer. An article is created only after your review.

01 · WHAT IT IS ABOUT

The question came, no answer did. Now it becomes an article.

Six callers in one week ask about a spare part, and your knowledge base says nothing about it. Without an analysis, nobody notices until the next complaint. Knowledge Gaps group such questions after every call, count them and show where to make improvements.

SOURCE

Calls of your Conversation Agent with a transcript, analyzed after every conversation

OUTPUT

Question, frequency, class, lever and, where available, a suggested answer

ACTION

Create an article, adjust the agent's instruction or add a document to the archive

ACCESS

Web app under
Conversation AI › Knowledge gaps



After every call

When a conversation with a transcript ends, a follow-up analysis checks which questions went unanswered or were answered poorly.

Identical questions grouped

Identical questions are merged and counted, and each conversation counts once. The most frequent and most recent ones come first.

A class, not a guess

Knowledge is missing means an article is missing.
Sharpen article means an existing article did not fit the question. PaperOffice reviews technical cases; test traffic is discarded.

The right lever

Each entry names the lever: knowledge article, agent instruction or document in the archive. **Create article**, **Go to the instruction** or **Go to the archive** take you there.

Suggested answer for review

Some entries include a suggested answer from the analysis. From the conversation, only the question itself is ever taken over.

Articles after your approval

You check the title, text and knowledge base yourself. The article is saved to a knowledge base in your account, and the entry switches to **Accepted**.

02 · HOW IT WORKS

Calls in, analysis, improvement. Your knowledge grows with each call.

The list fills itself from your calls. What happens next, you decide in four steps.

1

Open the list

Under **Conversation AI** > **Knowledge gaps**, you see the open entries, with counters above for **Open**, **Knowledge is missing**, **Sharpen article**, **Accepted** and **Done**.

2

Read an entry

Each entry shows the question, how often it came up, class, lever and source. Evidence and proposal appear in your interface language.

3

Create the article

Create article opens title, text and knowledge base. You review the suggestion, complete it and save the article.

4

Close the entry

After saving, the entry is marked **Accepted**. For questions that need no action, use **Dismiss**.

TECHNICAL DATA

FEATURE	DETAILS
Source	Conversation Agent calls with a transcript, follow-up analysis when the call ends
Classes	Knowledge is missing, Sharpen article; PaperOffice reviews technical cases, test traffic is discarded
Levers	Knowledge article, agent instruction, document in the archive
Sorting	by frequency, then by most recent occurrence; each conversation counts once
Filters	Open, Accepted, Done, Dismissed, All
Safeguards	Articles after your approval, a knowledge base in your account, only the question taken from the call
Plan	Part of Conversation AI from the Professional plan; articles in Knowledge Base AI

03 · IN PRACTICE

Spare parts, warranty, call flow. Every gap with its lever.

Spare part missing from the knowledge

Several callers ask about a replacement fan. The entry is at the top as **Knowledge is missing**, and the team lead creates an article with **Create article**. If the agent uses this knowledge base, it answers from it afterwards.

A warranty article too general

An existing article did not fit the question about the warranty after a replacement. The **Sharpen article** class shows that a more precise article helps here, not a new one.

Behavior, not knowledge

Callers are put off by how the conversation flows. The lever is the agent's instruction, and **Go to the instruction** opens the Conversation Agents for adjustment.

FREQUENTLY ASKED QUESTIONS

Which conversations are analyzed?

Calls of your Conversation Agent, after every conversation with a transcript. Test traffic and questions left unanswered on purpose are discarded, and PaperOffice handles technical cases.

Does the agent learn on its own?

The agent writes nothing into the knowledge base itself. An article is created when you create and save it. If your agent uses this knowledge base, it then answers from the article.

Does every gap come with a finished answer?

Some entries include a suggested answer from the analysis. Review it before saving, because statements made during the call are unverified.

Which plan do I need?

Knowledge Gaps are part of Conversation AI, included from the Professional plan. You create the articles in Knowledge Base AI, which is included in Professional.

GET STARTED

Close your first knowledge gap.

Sign in to your PaperOffice account and open **Conversation AI › Knowledge gaps**. Pick the most frequent entry and click **Create article**.

paperoffice.ai/en/ai-knowledge-gaps-unanswered-customer-questions



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-knowledge-gaps-unanswered-customer-questions

PRICING

paperoffice.ai/en/pricing

CONTACT

paperoffice.ai/en/contact