

KCS[®] Use Cases for Generative AI

KCS In Action

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David Kay <david@dbkay.com>



www.serviceinnovation.org
www.dbkay.com



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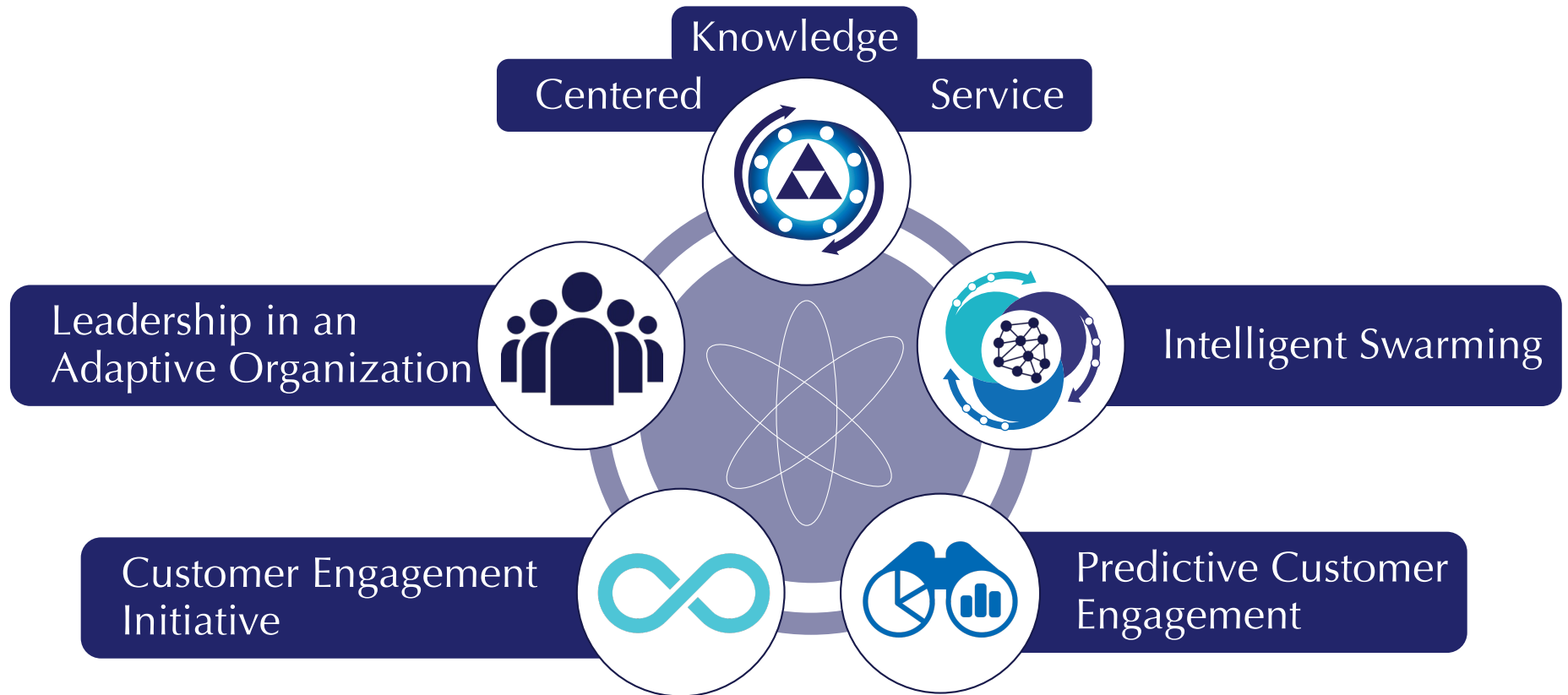
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Organizing the Work



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Upcoming Events



 **Public Event | Virtual**  **Dec 7th | 8-9 AM Pacific**

Measuring Community Success


CHRISTINA ROOSEN
AKAMAI


MATT CHIN
AARP


ARNFINN AUSTEFJORD
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 **Public Event | Virtual**  **Dec 12 | 8-9 AM Pacific**



2023 Year in Review





Explore the intersection of
empathy & AI-assisted
knowledge sharing



CONSORTIUM
for Service Innovation™

2024 MEMBER SUMMIT

April 9-11
Fort Worth, Texas



DB Kay & Associates

01

KCS

Knowledge-Centered
Service Training,
Implementation, and
Consulting

Self-Service,
Communities, and
Chatbot Design
and Improvement

Self Service

02

03

Swarming

Intelligent Swarming
Training, Planning,
and Design



“Why don’t you
just add some
ChatGPT
already?!”

But...
What's Your
Use Case?



1. Provide use cases you can use to experiment

2. Hear insights from fellow experimenters



Overcoming Solve Loop Barriers: Structured Text to Bullets



Turn this text into bullet points:

"Symptoms

Getting error as "Set failed" when registering the device for trap receiver

Environment

ExtremeCloud IQ-Site Engine (XIQ-SE)

Running software version 21.9 or below

Fabric Engine

Running any supported software version

VSP Operating System Software (VOSS)

Cause

Script times out before completing trap registration from Site Engine

Resolution

Unregister trap registration on device and clean up switch (right click on device > ...

Edit /usr/local/Extreme_Networks/NetSight/appdata/scripting/CLIRules.xml) in order...

Additional Information

This is fixed in XIQ-SE 21.11.10" <https://extreme-networks.my.site.com/ExtrArticleDetail?an=000102503>



ChatGPT

- **Symptoms**
 - Getting error as "Set failed" when registering the device for trap receiver
- **Environment**
 - ExtremeCloud IQ-Site Engine (XIQ-SE)
 - Running software version 21.9 or below
 - Fabric Engine
 - Running any supported software version
 - VSP Operating System Software (VOSS)
 - Running any supported software version
- **Cause**
 - Script times out before completing trap registration from Site Engine
- **Resolution**
 - Unregister trap registration on device and clean up switch:
 - Right click on device > more actions > unregister trap receiver
 - SSH to the Site engine server.
 - Backup /usr/local/Extreme_Networks/NetSight/appdata/scripting/CLIRules.xml by typing
"cp CLIRules.xml orig.CLIRules.bk"
 - Edit /usr/local/Extreme_Networks/NetSight/appdata/scripting/CLIRules.xml:
 - Change `<Rule name="Avaya (Rapid City)" connectTimeout="1000">` to `<Rule name="Avaya (Rapid City)" connectTimeout="1000" maxBufferSize="32768">`
 - Restart netsight server by typing `service nsserver restart`
 - Finally, retry trap registration
- **Additional Information**
 - This is fixed in XIQ-SE 21.11.10

Overcoming Solve Loop Barriers: Identifying Article Types

VPN 3005 Doesn't Connect

Symptoms

- VPN tunnel down & will not come back up
- VPN status light blinking orange

Applies To

- LAN-to-LAN IPSec tunnel between VPN 3005 series and IOS 2600XM series
- CISCO VPN 3005 (4.1.7g)
- VPN Client behind the IOS 2600XM

Resolution

1. Disconnect VPN Client behind the IOS router
2. Place access list on the inside interface to deny
3. UDP over port 500 to same IP address set in peer statement

Cause

Configuration/usage error: cannot run VPN Client from behind IOS router across LAN-to-LAN tunnel

Additional Information

[VPN configuration guide](#)

JIRA: [9854](#)

Internal Notes

- Verify configuration detail before applying Fix

Solution

How To Upgrade from Froyo to Gingerbread on a G2

Objective

- Upgrade Android OS
- Download Gingerbread

Applies To

- Froyo OS
- Samsung Galaxy II

Procedure

1. From main menu options select Settings
2. Select Software Update
3. Select "check for update"
4. Select gingerbread 2.2 or above
5. When update is complete you will get an "Update Completed" message
6. Restart your device

Additional Information

Back up your device prior to any upgrades.

Click here [To upgrade your Galaxy III](#)

Internal Notes

- We don't recommend that customers upgrade to any version lower than 2.2

How To

Where Can I find Warranty Info for my Roadster Bluetooth Headset?

Question Variations

- Where is headset warranty?

Applies To

- Motorola Roadster

Answer

The warranty information for your Motorola Roadster Bluetooth headset can be found on the last page of the instruction booklet included in your packaged headset.

Additional Information

See *Article 345* for additional warranty information for other Motorola headsets.

Internal Notes

- Only refer to printed warranty information

Q&A

Does this article explain how to do something, fix a problem, or answer a question?

...



ChatGPT

Yes, the article explains how to fix a problem.

The structure of the article is:

1. **Symptoms** - Describes the issue, which is an error message when trying to register the device for trap receiver.
2. **Environment** - Lists the specific software versions and systems where this issue might be observed.
3. **Cause** - Explains the reason behind the error, which is the script timing out before the completion of the trap registration.
4. **Resolution** - Provides a step-by-step solution to resolve the problem by unregistering the trap registration, editing a specific XML file, and restarting the netsight server.
5. **Additional Information** - Mentions that the issue is resolved in a later software version.

So, in essence, this article answers the question "How do I resolve the 'Set failed' error when registering the device for a trap receiver in certain software environments?"

Overcoming Solve Loop Barriers: Creating Titles



What is a good title for the following article?

...

What is a good short title for the following article?

...



ChatGPT

A suitable title for the article could be:

"Resolving the 'Set Failed' Error during Device Trap Receiver Registration in ExtremeCloud IQ-Site Engine"

A good short title for the article could be:

"Fixing 'Set Failed' Error in XIQ-SE Trap Registration"

The First Draft: Summarizing Case Notes



Julie Mohr
Forrester Research
Principal Analyst
Long-Time KCS Advocate

“Generative =
The Power
of the
First Draft”

Briefly summarize the ultimate resolution of this technical support email thread. Do not describe unsuccessful solutions.

[...Representative excerpt from 1057 line, 5042 word email thread...]

Hi David,

This is John from Tier 2 support. 😊

I looked over your ticket. In my experience, nine times out of ten when there is divergence in the way users and non-users can interact with a website, it is the result of caching conflict or a server configuration issue.

Please deactivate all your WP Engine must use plugins to see if that has an effect on the issue.

If that does not work, please...provide me with admin credentials to an exact clone staging site so I can do some testing/investigating: <https://theeventscalendar.com/knowledgebase/k/creating-and-using-a-wordpress-staging-site/>

[...]



ChatGPT

The ultimate resolution to the technical support thread was successfully identifying and implementing a cache exclusion for the tickets checkout page in WP Engine. David reached out to WP Engine support to set up this exclusion. After the exclusion was set up and all caches were cleared, David tested it and found that the issue appeared to be resolved. The exclusion specifically targeted the path: `^/tickets-checkout/?$`. This promising solution seemed to solve the payment and checkout issues David had been experiencing on his website.

Explain how to resolve this issue the next time it occurs:

The ultimate resolution to the technical support thread was successfully identifying and implementing a cache exclusion for the tickets checkout page in WP Engine. David reached out to WP Engine support to set up this exclusion. After the exclusion was set up and all caches were cleared, David tested it and found that the issue appeared to be resolved. The exclusion specifically targeted the path: `^/tickets-checkout/?$`. This promising solution seemed to solve the payment and checkout issues David had been experiencing on his website.



ChatGPT

If this issue occurs again in the future, here are the steps to resolve it:

1. **Identify the Problem:** Verify that the issue is similar to the one previously encountered, in this case, issues with the tickets checkout page, possibly due to caching.
2. **Reach Out to WP Engine Support:** Contact WP Engine support and request them to set up a cache exclusion for the problematic page. In this specific case, you'd ask them to exclude caching for the path: `^/tickets-checkout/?$``.
3. **Confirm the Exclusion:** After WP Engine support confirms that the cache exclusion has been set, you may also want to log into your WP Engine dashboard to verify that the exclusion is listed there.
4. **Clear All Caches:** Go to your WP Engine dashboard or your WordPress admin panel and clear all caches. In WP Engine, this is often done by selecting the "Clear all caches at once" option. Wait for any countdown or progress indicators to complete.
5. **Test the Page:** Visit the tickets checkout page in different scenarios (logged in, logged out, different browsers, etc.) to make sure the issue has been resolved. Conduct some transactions if necessary to confirm that the checkout process works as expected.
6. **Monitor:** Keep an eye on the system to ensure the problem doesn't reoccur. If it does, you may need to reach out to WP Engine support again for further troubleshooting.

By following these steps, you should be able to resolve the issue in a manner similar to how it was resolved previously.



Unable to Enter Credit Card Information for Tickets on a WP Engine–Hosted Site

Symptom

- When attempting to check out to buy a ticket, the fields for the credit card information don't allow selection or data entry
- Credit card number field doesn't display “1234 1234 1234 1234” template
- Expiration date field doesn't display “MM / YY” template

Applies To

- Event Tickets 5.5.9
- WP Engine–hosted site
- Stripe

Resolution

Contact WP Engine support to create a cache exclusion for your ticket checkout page

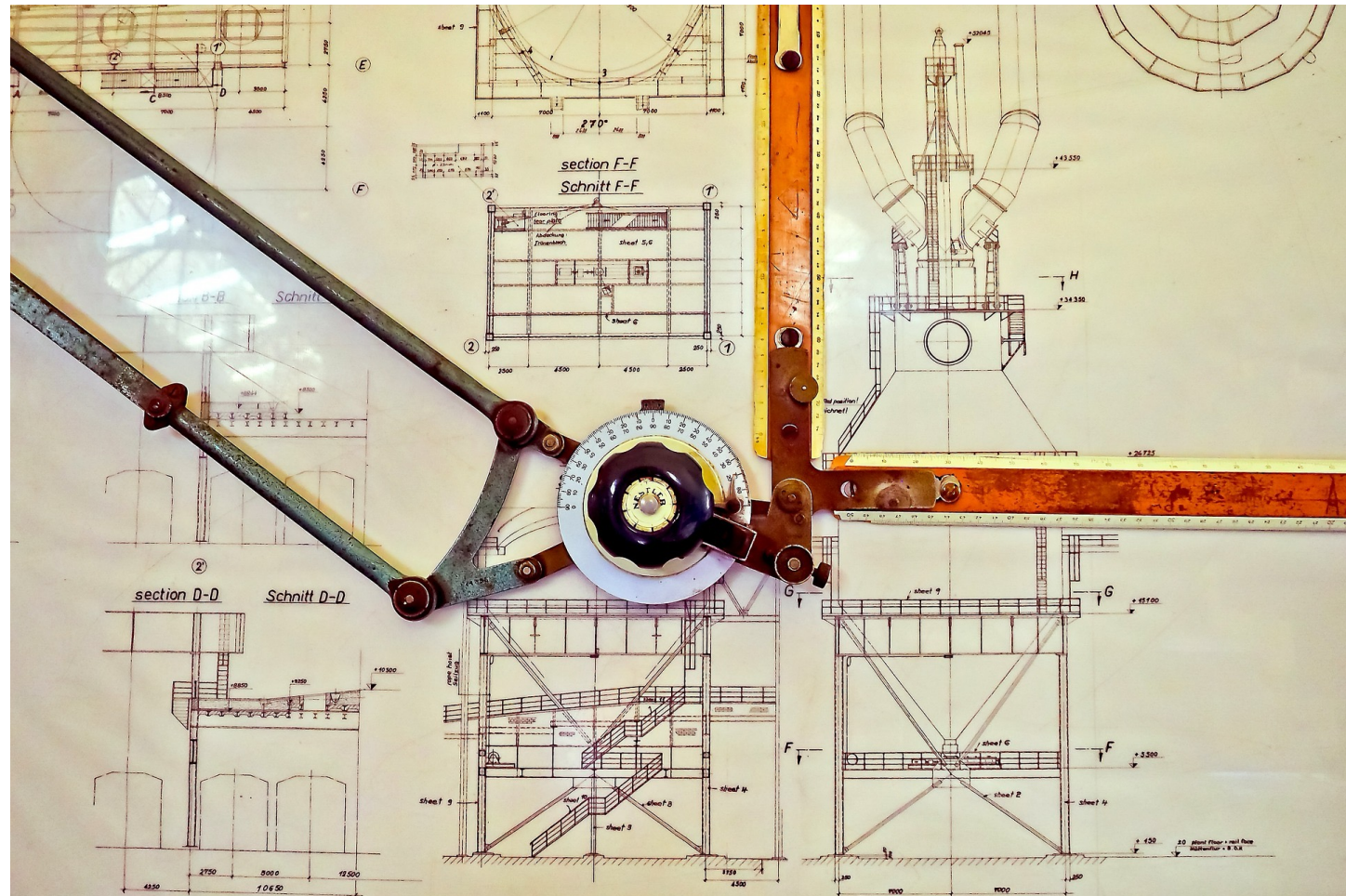
Cause

WP Engine server cache prevents Event Tickets from passing all necessary information to the ticket checkout page

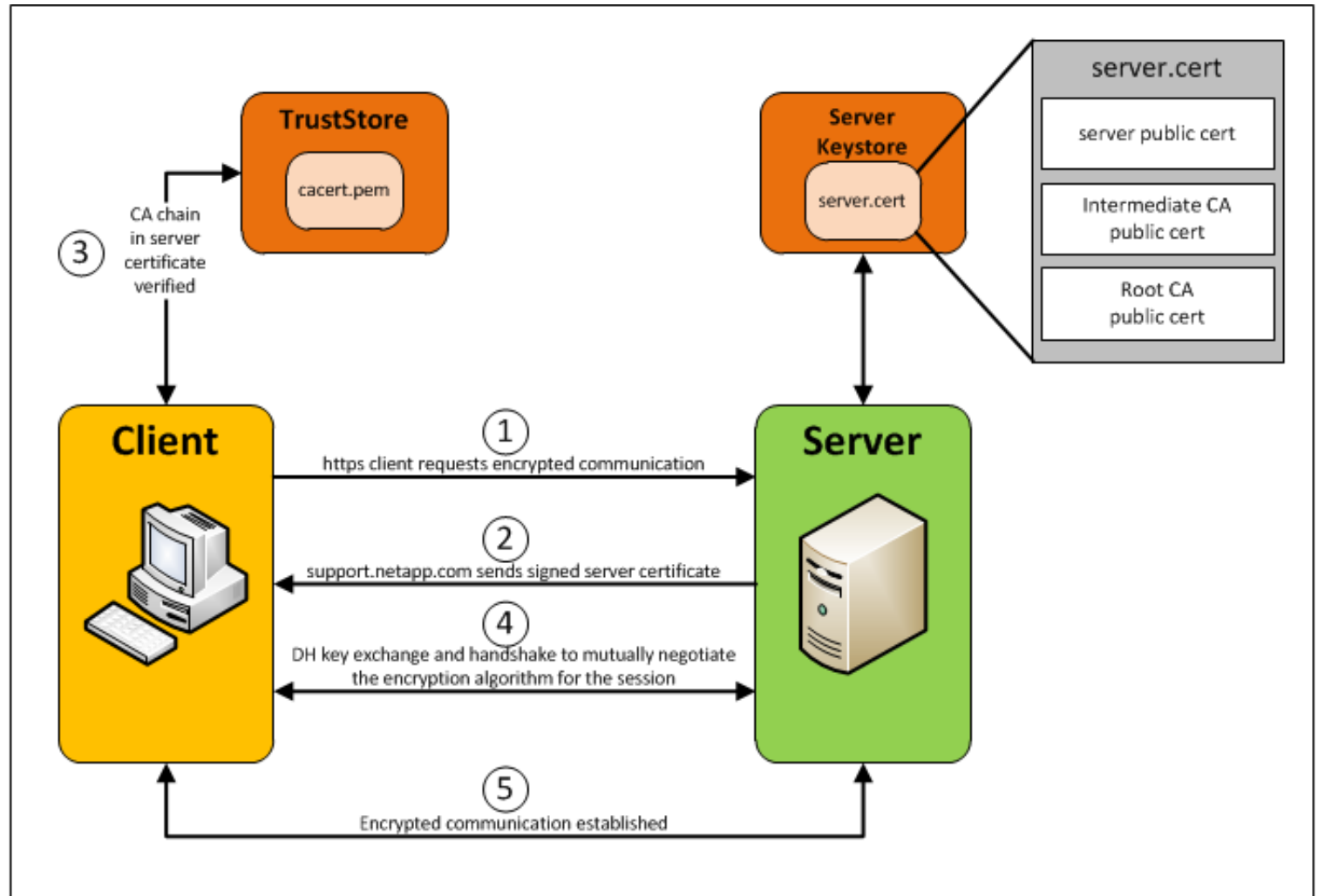
Additional Information

- Symptoms may occur intermittently
- The default Event Tickets ticket checkout page is <yoursite>/tickets-checkout
- Refer to [this WP Engine Knowledge Base Article](#) for more information on WP Engine Cache Exclusions

New Solve Loop Options: Diagrams



Source Image



https://kb.netapp.com/onprem/ontap/os/How_does_ONTAP_send_an_AutoSupport_using_HTTPS%3F

generate plantuml code to draw a diagram of a client connected to a server called support.netapp.com. Step 1, the client requests encrypted communication over https from the server. Step 2, the server sends the client a signed server certificate. Step 3 shows the client sending and receiving data from an entity called TrustStore. Place "cacert.pem" inside of TrustStore. Step 4, the server performs a DH key exchange and handshake to mutually negotiate the encryption algorithm for the session. Step 5 shows encrypted communication between the client and the server.

Place TrustStore to the left of the client, and number the steps in the sequence.

Bidirectionally connect the server to the Server Keystore without a label. Place the Server Keystore to the right of the server.

Place a label to the right of Server Keystore with the text "server.cert

- Server public cert
- Intermediate CA public cert
- Root CA public cert"

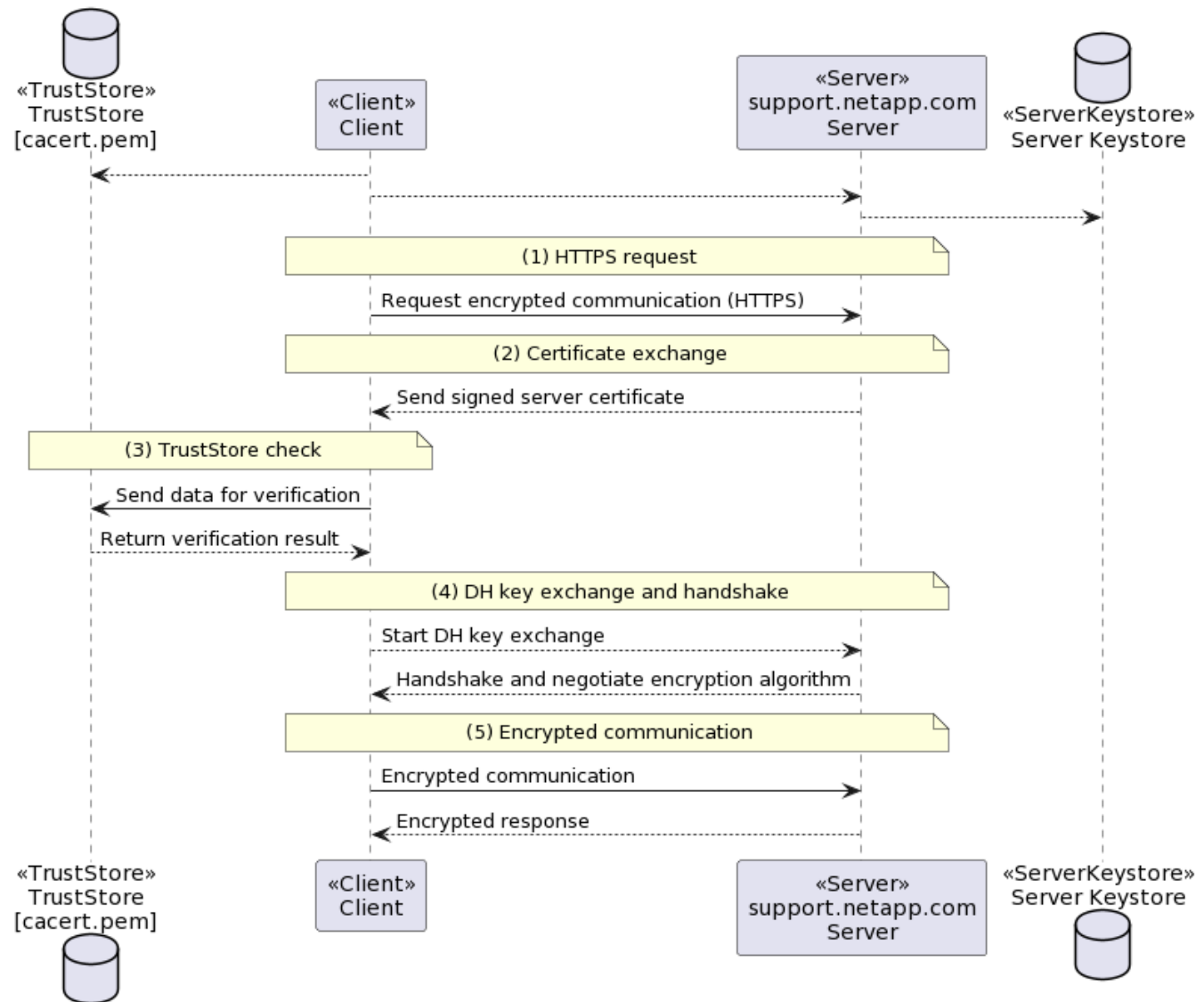
Do not generate hexadecimal numbers

Make the client yellow, the server green, TrustStore orange, and Server Keystore orange.



ChatGPT

It Picked a
Sequence
Diagram!



Source Text

How To Troubleshoot a CAN BUS Short Error

APPLIES TO

- GO device
- MyGeotab
- Engine Faults
 - "Telematics device fault: serious problem communicating with engine - safety issue - remove device immediately - CAN BUS short detected"

PROCEDURE

1. Replace the device with a known working device.
2. The fault will now disappear if the short was coming from first device.
 - Get the device replaced (if under warranty)
3. Remove the harness (if any) and connect device directly into the OBD-II port
4. The fault will disappear now if the short was coming from the harness.
 - Get the Harness replaced
5. If after removing the harness and using a working device, the fault still shows up, it means that the short is somewhere on the vehicle and we'd recommend that the vehicle gets checked and fixed.

ADDITIONAL NOTES

There can be 3 possible places where the CAN BUS is shorted.

1. The vehicle
2. The harness
3. The device

Create a PlantUML diagram that shows the following:

GO Device connected to a Harness

The Harness is connected to an OBD-II Port

The OBD-II port is connected to the Vehicle

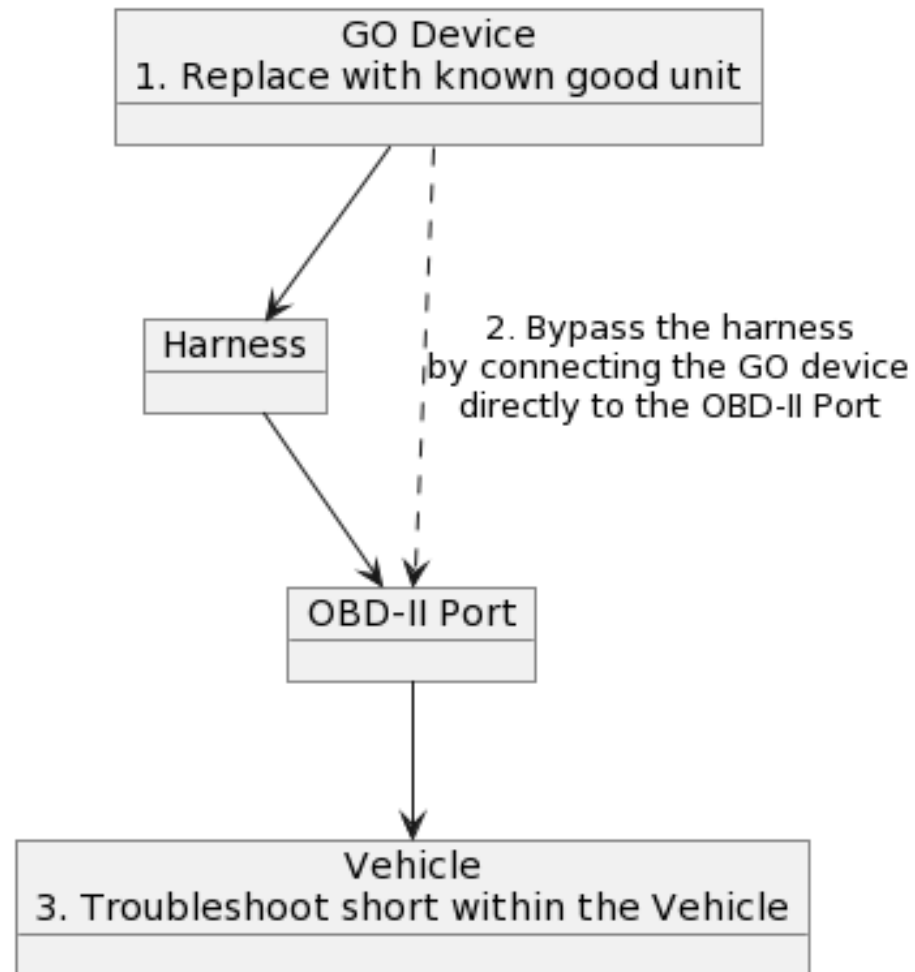
Put a label on the GO Device that says 1. Replace with known good unit

Put a connection from the Go Device to the OBD-II Port with a label that says 2. Bypass the harness by connecting the GO device directly to the OBD-II Port

Put a label on the Vehicle that says 3. Troubleshoot short within the Vehicle



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Evolve Loop Aids: Identifying Outliers in Metrics

To determine the outliers in a dataset, you often need more than just a cursory glance. Usually, statistical methods like calculating the Interquartile Range (IQR) or using the z-score are employed.

However, based on a simple visual inspection of the given dataset:

1. **Henry** with **0%** seems like a potential outlier on the lower end.
2. **Geri** with **97%** seems like a potential outlier on the higher end.
3. **Dan** with **23%** might be considered an outlier on the lower end.
4. **Mathilda** with **31%** might be on the lower side but doesn't stand out as strongly as Dan or Henry.

To be more accurate, you'd typically need to compute the IQR:

...

Maybe Not
Quite There
Yet:
Generating
Articles from
Case Notes
or Chat
Transcripts



A REMARKABLE RAILWAY ACCIDENT IN DUBLIN

My Observations: What's Going On?

- ✓ Summarize
- ✓ Identify conclusion
- ✓ Bulletize
- ✓ Allocate statements to template sections
- ✓ Transform (mechanically) from “What happened?” to “What to do”
- ✗ Identify what really matters
- ✗ Extract the essential steps for next time

A KCS Veteran and Contrarian's Question:

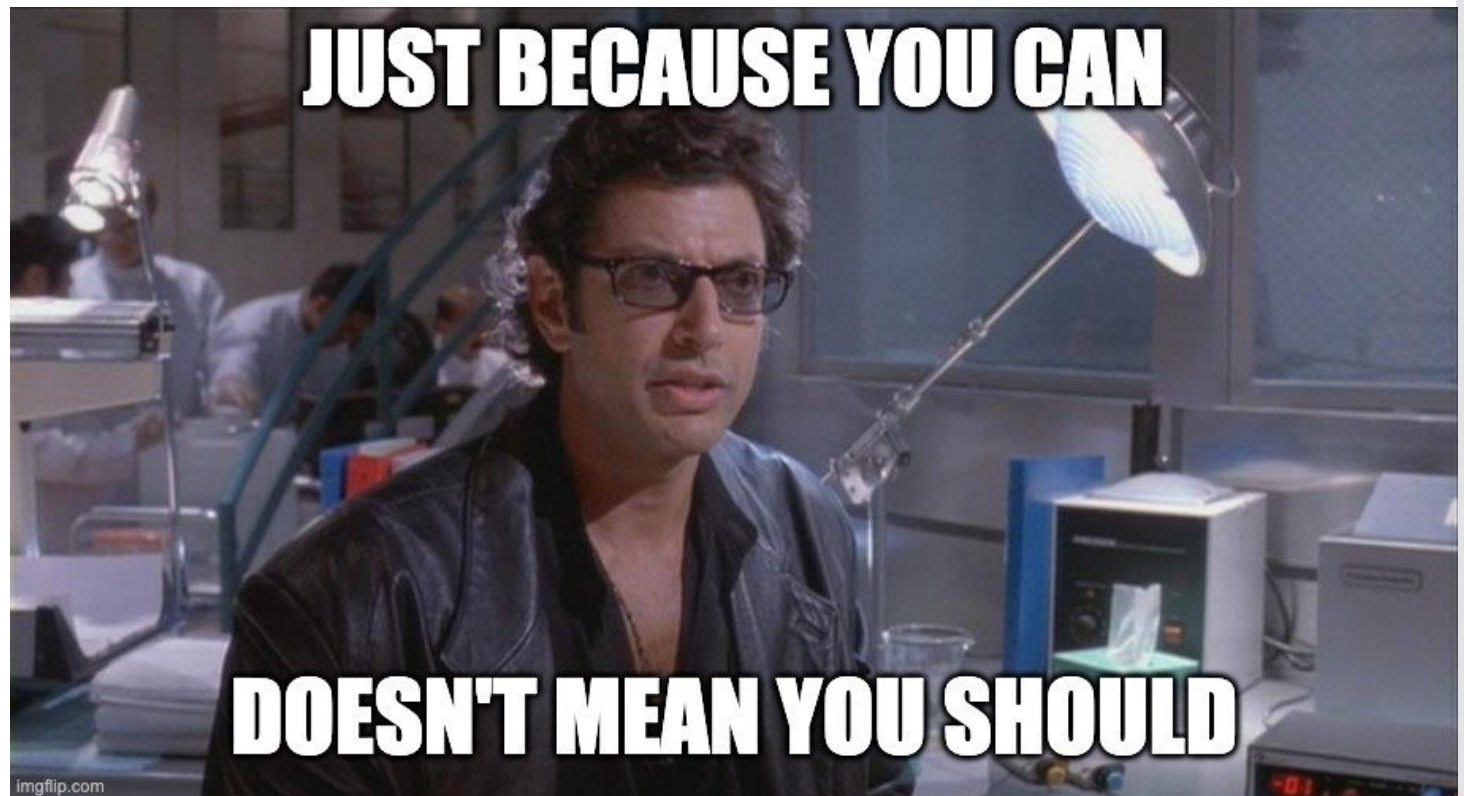
Are We Barking Up the Wrong Tree?

Maybe capturing and structuring in the workflow is actually a better idea than brain-dumping case notes and letting GenAI clean it up!

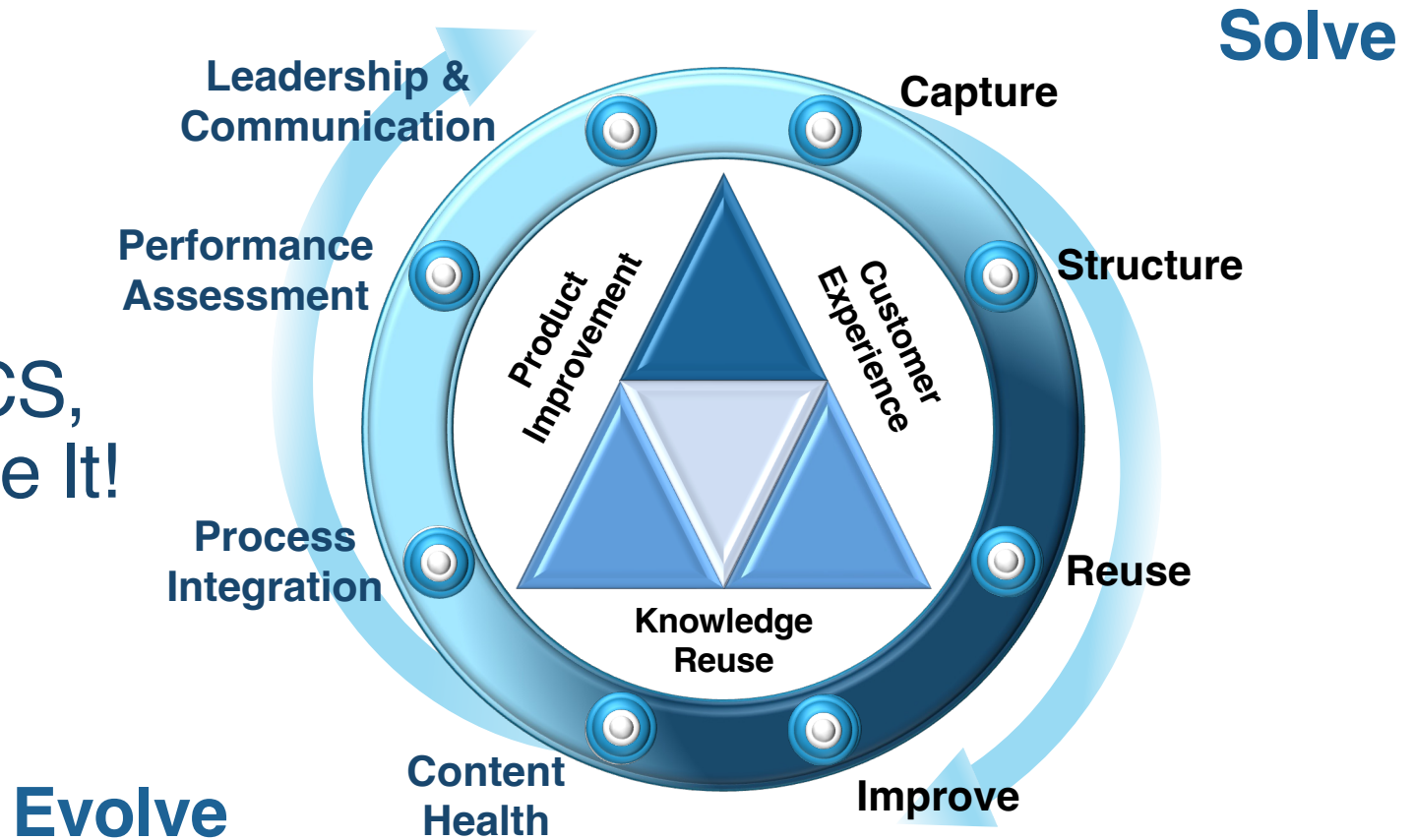
- Structured case notes support handoffs, escalations, swarm requests
- Real-time capture and structure supports a structured problem-solving process and brings clarity of thought
- Working in the moment makes it easier to preserve the customer's context and what they needed to hear from you without any "telephone game"

Or, as
One
Scientist
Observes

...



Let GenAI
Support KCS,
Not Replace It!





david@dbkay.com

www.dbkay.com

