

CHECKLIST

Machine Learning for Knowledge Bases

Implementing ML in your knowledge base

- 1 Audit your knowledge base search to identify if it lacks ML capabilities.
- 2 Run a 14-day test with ML-powered search tools using your real support tickets.
- 3 Implement auto-tagging for new articles using open-source spaCy or Azure Cognitive Search.
- 4 Fine-tune your ML models on internal data, jargon, and documentation specific to your organization.
- 5 Pipe all knowledge sources (Slack, email, wikis, policies) into unified ML search index.
- 6 Activate ML-powered recommendation engines to surface relevant articles users didn't search for.
- 7 Replace manual tagging teams with ML pipelines to improve accuracy and reduce time.
- 8 Audit your KB quarterly for ML features, tagging accuracy, and recommendation performance.
- 9 Select an ML search tool (Algolia, Coveo, Elastic) based on 2-week testing results.
- 10 Track support ticket reduction and time-to-answer metrics after implementing ML features.
- 11 Enable personalized ranking and click analytics to continuously improve search results.

12

Calculate ROI by comparing support costs before and after ML implementation quarterly.

Read the full article: <https://nlobrain.com/blog/machine-learning-for-knowledge-bases/>

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