



Clarifying Questions Workbook

Clarifying questions are used within a knowledge base question to provide custom responses based on asking the chatbot user additional questions.

Use the workbook below to help you create or update knowledge base questions with clarifying questions.

Top-level knowledge base question:	
What libraries are impacted by this question?	
*Examples: <ul style="list-style-type: none">• How do I apply? Can be applicable to multiple offices (financial aid, admissions, housing, etc.) and student type (1st-year undergrad, transfer, graduate, continuing education, etc.)• How do I reset my password? Can be applicable by what platform (Portal, LMS, etc.) and group of people (Student, Employee, or Parent)	
Note: You may want to work with other offices when updating questions that may be general and apply to multiple areas.	

Think about the clarifying questions you want to ask. Also, think about what order makes the most sense being presented to your chatbot end user.

Clarifying Question Title 1	
Question	
Choices	

Clarifying Question Title 2	
Question	
Choices	

Clarifying Question Title 3	
Question	
Choices	

What are the clarifying question variations that need a custom response:

*These are the variations that need a custom response that is not the default.

What is the default response?

--

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	

Clarifying Question Variation Response:

Variation	
Custom Response	