



Knowledge Agent Quality Setup Guide

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Setup Workflow

Recommended Approach

1. Choose / Build your Knowledge Agent 

2. Configure Source Limitations 

3. Enable & Review Verification Rules 

4. Test on Specific Content 

5. Refine Rules 

6. Expand to More Sources & Agents 

Setup - Choose Agent

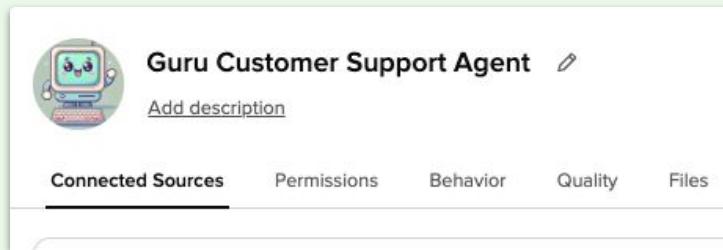
1. Choose / Build your Knowledge Agent

Options:

- [Choose an agent](#) that has unverified content that needs to be reviewed
 - I.e. Onboarding Expert agent leveraging Drive, Guru Cards, & Asana
- Build [a new knowledge agent](#) that sources from specific collections you want reviewed
 - Great for auditing content in Guru

NOTE: For sources that are not Guru Cards, content must have been used by the knowledge agent to answer a question to be reviewed.

You MUST be an **Owner** on the knowledge agent to see Quality.



The screenshot shows a profile page for a 'Customer Support Agent'. At the top, there is a circular icon of a robot, the name 'Guru Customer Support Agent', a 'Edit' button, and a link 'Add description'. Below this, there are five tabs: 'Connected Sources' (which is underlined, indicating it is the active tab), 'Permissions', 'Behavior', 'Quality', and 'Files'.

Setup - Limit Sources

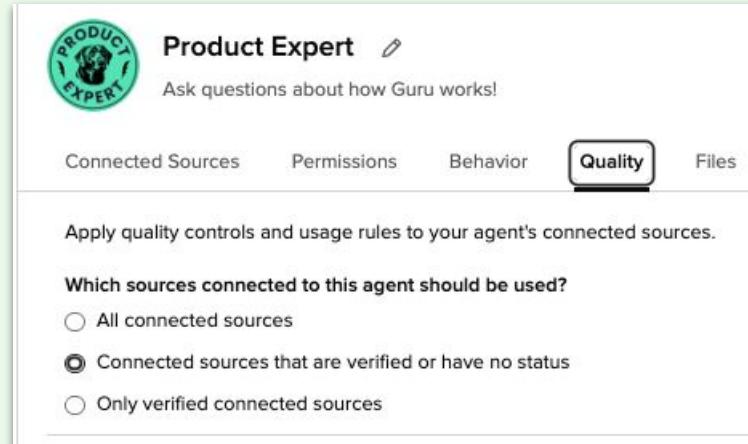
2. Configure Source Limitations

OPTIONAL: You can now **LIMIT** **which sources** an agent uses in answers based on verification status.

This lets you further ensure your knowledge agents are providing **ONLY** accurate information in their answers.

Options:

- All connected sources ( verified and  unverified)
- Connected sources that are  verified or have no status (i.e. external sources not reviewed)
-  **Only** verified connected sources



Product Expert 

Ask questions about how Guru works!

Connected Sources Permissions Behavior **Quality** Files

Apply quality controls and usage rules to your agent's connected sources.

Which sources connected to this agent should be used?

All connected sources

Connected sources that are verified or have no status

Only verified connected sources

Setup - Enable

3. Enable & Review Verification Rules



1. Toggle Auto-Verify **ON**
2. Review the default rules curated by Guru and edit as necessary
3. Let the automation run to get a sense for how it works

NOTE: If you are conducting an audit or looking to remove bad information, toggle **Auto-Unverify ON** as well and review the rules

The screenshot shows the 'Auto-Verify' configuration page. At the top, there is a toggle switch labeled 'Auto-Verify' with the subtext 'Automatically verify content based on configured rules'. Below this is a section titled 'Rules Configuration' containing two rules. The first rule is: 'If the document has been thumbs upped in an answer more than 5 times in the past month'. The second rule is: 'If the card was used in an answer and the asker was in the verification group, verify it if the answer has no feedback given'. To the right of the rules, there are 'Edit' and 'Delete' buttons, and a three-dot menu icon. The background of the slide features a light green gradient.

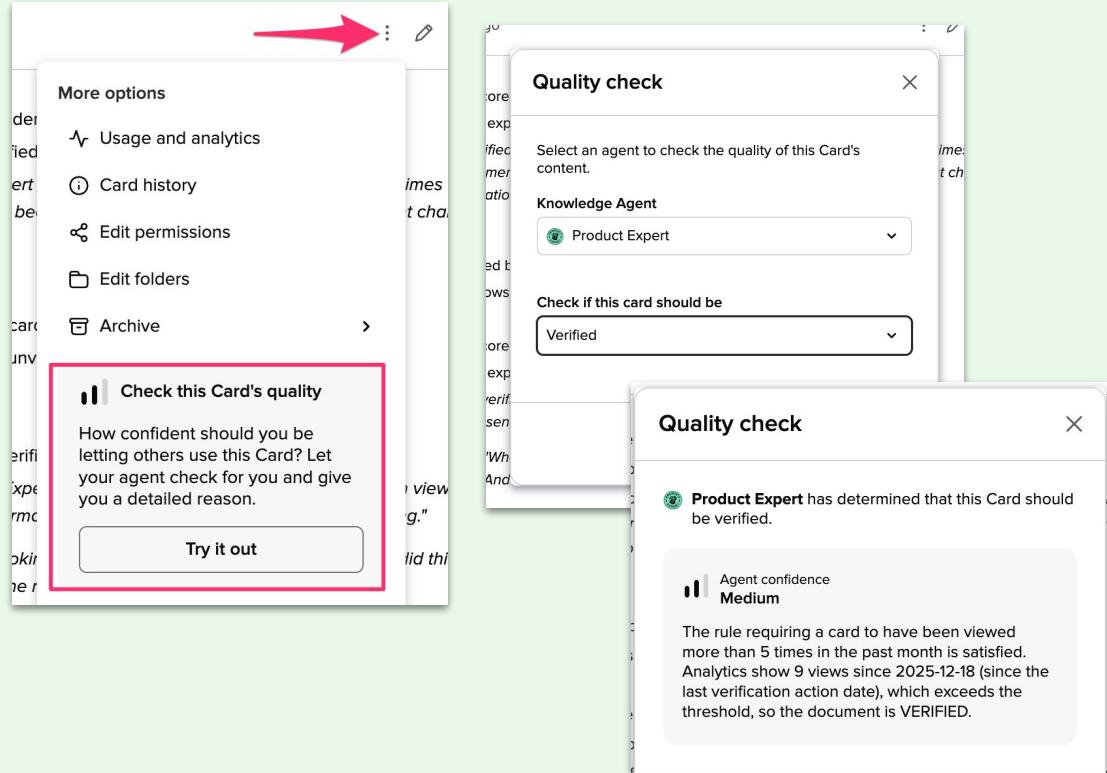
Setup - Test

4. Test on Specific Content



Find Cards that you know are accurate or inaccurate and test their quality with the appropriately setup knowledge agent.

NOTE: If you want to test with external sources you'll need to let the automation run overnight



Setup - Refine

5. Refine Rules 🤓

NOTE: Don't try to overcomplicate it. Start with defaults, edit and add to as needed.

Based on your test, make any refinements to your verification rules under the [knowledge agent](#) Quality tab as needed.

Auto-Verify
Automatically verify content based on configured rules

Rules Configuration

- If the document has been thumbs upped in an answer more than 5 times in the past month
- If the card was used in an answer and the asker was in the verification group, verify it if the answer was thumbs upped or no feedback was given
- If a Card has been viewed more than 5 times in the past month, then verify it

✓ ✕

After it runs fully review the Quality Log

Within the "Quality" tab of the [AIAC](#), users can access a running log of verification events for each Knowledge Agent.

 **AI Agent Center**

Analyze and improve AI-generated answers from your Knowledge Agent(s) over the last 90 days

For answers analytics, visit the [analytics page](#).

Review answers for:

Product Expert

Questions Sources **Quality**

 This view respects permissions. You may not see all records processed by a Knowledge Agent due to privacy.

Date/Time	Agent	Summary	More
Dec 22, 2025 at 4:00 PM	 Product Expert	Processed a total of 1 records, Verified 1, Unverified 0, No action 0	
Dec 19, 2025 at 4:00 PM	 Product Expert	Processed a total of 7 records, Verified 5, Unverified 0, No action 2	
Dec 18, 2025 at 4:00 PM	 Product Expert	Processed a total of 86 records, Verified 3, Unverified 0, No action 83	

Review the Quality Log

When a log is expanded, users can view the individual documents that were verified/unverified in addition to the confidence level of the action and the reason for the action.

Date	Source/Card	Action	Confidence	Reason
Dec 18, 2025 at 4:43 PM	 Guru Accessibility Conformance Report	Verified	 Medium	The card meets the view-based verification rule: ... Show more
Dec 18, 2025 at 4:02 PM	 Setting up a File Upload as a Source	Verified	 Medium	The document is a stable technical how-to that... Show more

NOTE: The quality rules will run EVERY NIGHT. After a source is reviewed it will not be reviewed again for 7 days.

Setup - Enable more knowledge agents

6. Expand to More Sources & Agents

Once you have **confidence** in your rules, scale up.

- Add more sources to your agent for review gradually and layer in additional verification rules.
- Enable auto-verify on more knowledge agents

Additional Resources

Help Center

- [How Content is Verified in Guru](#)
- [How Automated Verification Works](#)
- [Reviewing the Work: The Quality Tab](#)

Questions?

Reach out to your Guru team in Slack, or send us an email at support@getguru.com