

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Management User Guide

Knowledge Management Overview

Knowledge Management Overview

This section provides an overview of Knowledge Management, including:

- User Interface
- Introduction to Category Structure
- Using Basic Knowledge Manager Objects