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Genesys Knowledge Management User Guide

Knowledge Management Response Times

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Knowledge Management Response Times

This section describes some typical response times for Knowledge Manager tasks. These figures are for a machine with two Pentium 4 processors and 1 GB of RAM.

- Loading and refreshing a category tree takes 4–6 seconds per 2000 categories (each category having one standard response).
- Copying and pasting a category tree takes approximately 100 seconds per 1000 categories.
- Deleting a category tree takes approximately 100 seconds per 1000 categories.