

GENESYS[®]

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Genesys Engage cloud Workspace Web Edition Agent Desktop Help

Using the Browse tab

5/11/2025

Using the Browse tab

What are categories and why would I use them?

Ask All docu	ments V Knowledge FAQ	▼ Chat ▼	
n Adminis Knowlec Archivin Configur Feedbac	k (6) Ask Browse	General (10) Genesys Knowledge Center CMS (15) Genesys Knowledge Center Pulse Plugin (1) Genesys Knowledge Center Server (33)	Genesys K (2) Genesys History Integrati
	How long is informated of the default depth of the Genesys Knowledge Centry Why do I need to control Genesys Knowledge Centry	wiedge FAQ Chat Chat Chat	nowledge Center cluster?
2	How many nodes can be added to the cluster? The minimal configuration is one node per cluster. Although there is no limit to the maximum number of nodes in a cluster		

Categories make it easy for you to browse a list of questions and answers that might be useful for your customer interaction. When you click the **Browse** tab, you are presented with a number of category options that, when clicked, display questions and answers relevant to that category. This is particularly helpful if you know the topic but you're unsure of the question to ask. To clear the category, simply click the "x" on the category name and it brings you back to the main list.

Important

Categories are initially set up by your Administrator however you can help improve the knowledge base by adding your own questions and answers and defining their categories.