Genesys Knowledge Center Deployment Guide

Planning Your Deployment

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This chapter helps you to plan the Knowledge Center deployment within your environment. It covers following topics:

- Terminology
- Prerequisites
- Multi-Tenancy
- Planning Your Cluster
- Hardware Recommendations
- Software Configuration

Important

The exact deployment architecture and solution size will vary depending on your hardware and your ability to fine-tune the deployed system to get the best performance on your equipment and with your particular user load. However, the estimates in the following topics may give you some basic ideas on how to size your deployment.