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Genesys Knowledge Center User's Guide

Publishing

5/13/2025

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Publishing

Overview

The publishing process ensures that data authored and approved in the CMS is available for your agents and customers. During the publishing process, all approved documents and approved categories are transferred from the Knowledge Center CMS to the Knowledge Center Server. As soon as these documents are transferred to Knowledge Center Server they are immediately available for searching by your agents and customers.

There are several ways to publish your documents. You can:

- [Publish from the document list](#)
- [Publish from the document view](#)
- [Publish from the modification menu](#)
- [Configure scheduled publishing \(synchronization\)](#)

What version of the document is published?

There are several key rules of document versioning for publishing:

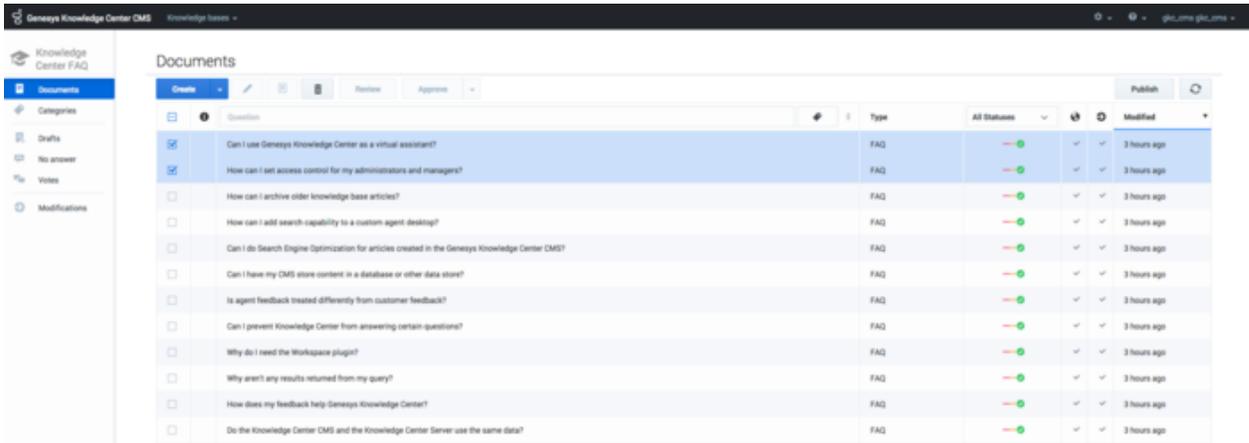
- Only the approved version of the document is published
- If the document has several approved versions, the most recent approved version is selected for publishing
- If the latest approved version of the document has the **Expiration date** defined and that date has passed, the document is not published

Publishing documents

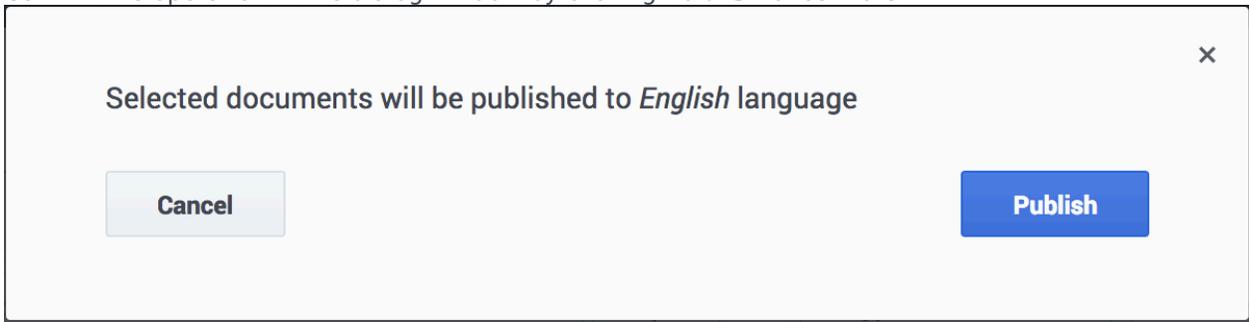
In some cases, you might need to publish only certain select document(s). In this case, you can publish a document from the same location it is being authored.

Publishing from document list

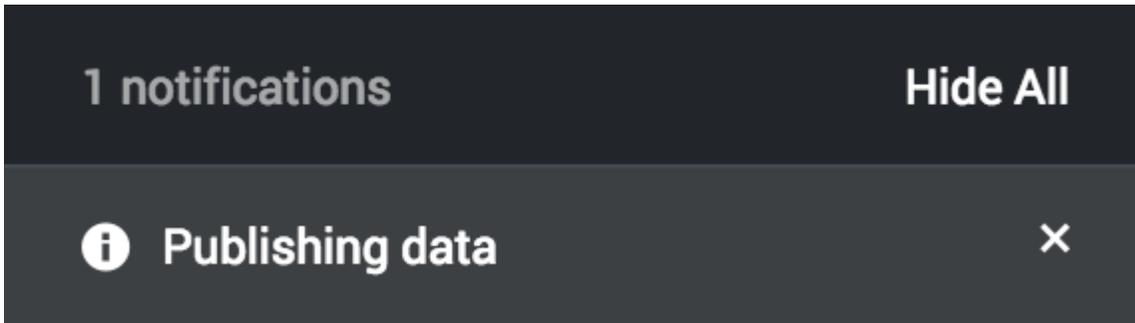
1. From the left-hand sidebar menu, click **Documents**.
2. Select the documents to publish, then click **Publish**.



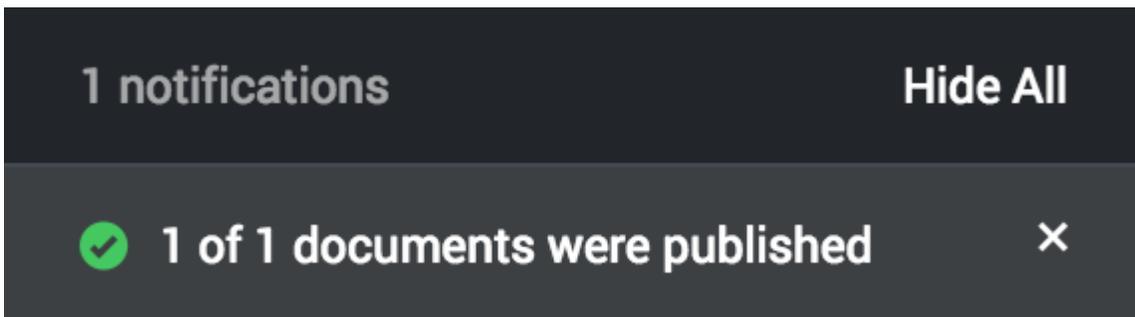
3. Confirm the operation in the dialog window by clicking **Publish** once more.



At the bottom of the screen, you will first see a notification that your document(s) are being published :

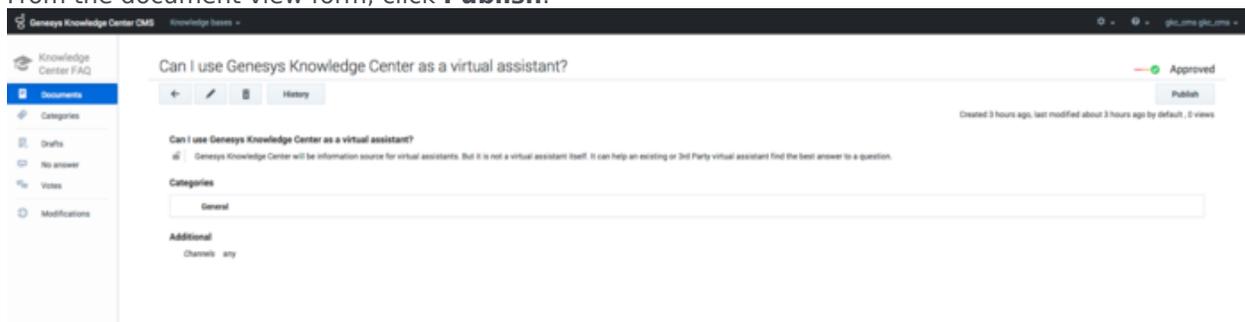


Finally, you will see the notification confirming the document(s) are published:



Publishing from document view

1. From the left-hand sidebar menu, click **Documents**.
2. Double-click the document you wish to view.
3. From the document view form, click **Publish**.



Publishing modified documents

Accessible from the left-hand sidebar menu, the **Modifications** view allows you to see the changes (approved and deleted documents) that are awaiting the next cycle of scheduled publishing (synchronization). Here you can enforce synchronization by clicking the **Synchronize** button.

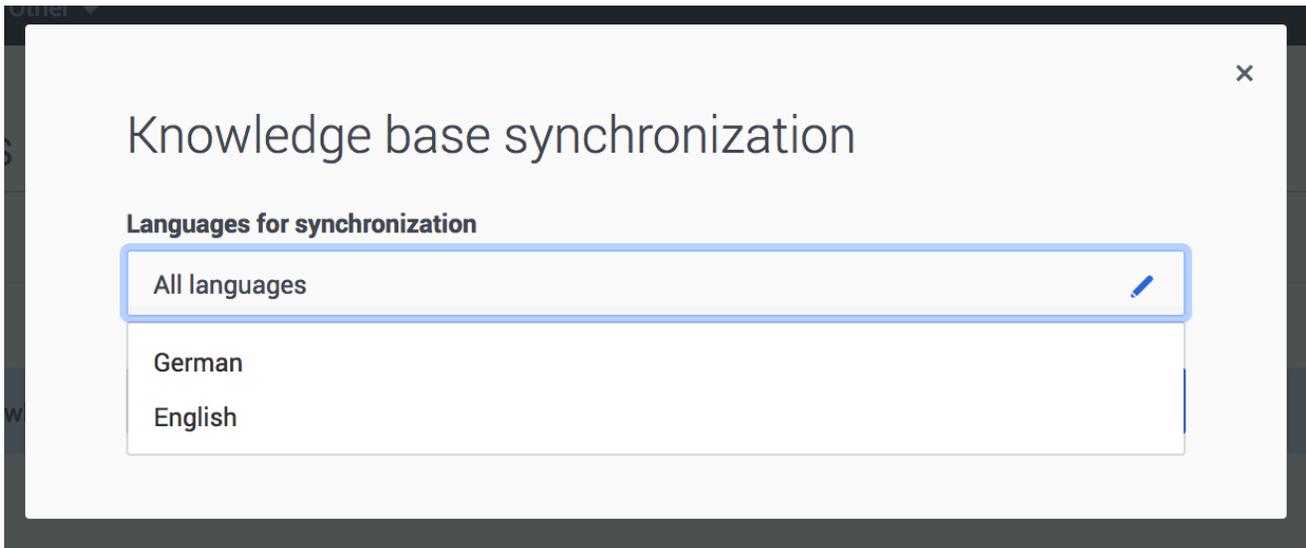
Important

When you click the **Synchronize** button you instruct the Knowledge Center CMS to immediately execute the synchronization process of all changes in the **Modifications** view to the Knowledge Center Server. This means that all approved documents are published to the Server and all deleted documents are removed from the Server.

The screenshot shows the 'Modifications' page in the Genesys Knowledge Center CMS. A sidebar on the left contains navigation options: Knowledge Center FAQ, Documents, Categories, Drafts, No answer, Votes, and Modifications (which is selected). The main area displays a table of modifications with columns for Title, Language, Type, and Modified. A 'Synchronize' button is located in the top right corner of the table.

| Title | Language | Type | Modified |
|---|----------|----------|----------------|
| Can I use Genesys Knowledge Center as a virtual assistant? | English | APPROVED | 40 seconds ago |
| How can I set access control for my administrators and managers? | English | APPROVED | 3 hours ago |
| How can I archive older knowledge base articles? | English | APPROVED | 3 hours ago |
| How can I add search capability to a custom agent desktop? | English | APPROVED | 3 hours ago |
| Can I do Search Engine Optimization for articles created in the Genesys Knowledge Center CMS? | English | APPROVED | 3 hours ago |
| Can I have my CMS store content in a database or other data store? | English | APPROVED | 3 hours ago |
| Is agent feedback treated differently from customer feedback? | English | APPROVED | 3 hours ago |
| Can I prevent Knowledge Center from answering certain questions? | English | APPROVED | 3 hours ago |
| Why do I need the Workspace plugin? | English | APPROVED | 3 hours ago |
| Why aren't any results returned from my query? | English | APPROVED | 3 hours ago |
| How does my feedback help Genesys Knowledge Center? | English | APPROVED | 3 hours ago |
| Do the Knowledge Center CMS and the Knowledge Center Server use the same data? | English | APPROVED | 3 hours ago |
| How long is information stored in the Historical database? | English | APPROVED | 3 hours ago |
| What reporting data is available in the Pulse plugin? | English | APPROVED | 3 hours ago |
| Does Genesys Knowledge Center know how much time a person spends reading each article? | English | APPROVED | 3 hours ago |

To complete the process, you are asked to select which language(s) are to be used for the synchronization.



Scheduled publishing (synchronization)

Synchronization is a convenient and reliable way of making documents available for use. It is strongly encouraged to set up a synchronization schedule according to your needs. This will ensure all the approved content is available in a timely manner.

Important

Synchronization can be configured for **Content source: CMS** knowledge bases only.

To edit synchronization options you need to expand **Properties** at the bottom of the Knowledge Base form.

Enabling Synchronization

To enable synchronization:

1. Expand **Properties** in the bottom of the Knowledge Base page.
2. From the **Synchronization** section:

| | |
|---|---|
|  Automatic synchronization disabled | Automatic synchronization disabled (default) - disable synchronization |
|  Automatic synchronization enabled | Automatic synchronization enabled - enable synchronization |

Synchronization Schedule

The following synchronization schedules are supported:

Publishing

- Hourly - define hours and minutes

Scheduling
Hourly Repeat every 1 hour(s) at 0 minute(s)

- Daily - select time

Scheduling
Daily Start at 9 : 00 AM

- Weekly - select weekdays and time

Scheduling
Weekly Days of week Sunday Start at 9 : 00 AM

- Monthly - select day of the month and time

Scheduling
Monthly Day of month 1 Start at 9 : 00 AM

- Once a year - select month, day of the month and time

Scheduling
Once a year Month January Day 1 Start at 9 : 00 AM

Synchronized Content

Attachment synchronization

Synchronization

Attachments synchronization

Disabled

Disabled

Only URL

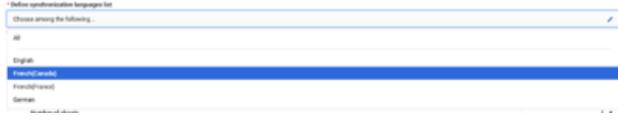
URL and content

- Disabled** - attachments are not by synchronized to the Knowledge Center Server
- Only URL** - link to attachment and attachment name is synchronized to Knowledge Center Server. Attachment content remains in Knowledge Center CMS.
- URL and content** - link, name, and attachment content is synchronized to the Knowledge Center Server; content is used by Server for search only. To download file, Knowledge Center CMS is used.

Important

For successful attachment download from Knowledge Document option **externalURL** in section **cms.general** in **Application Cluster** should be correctly configured and point to Knowledge Center CMS URL (such as, `http://<cms host>:<CMS default port>/gks-cms`)

Synchronized Languages

| | |
|--|--|
|  Languages for synchronization: all | (Default) Synchronization enabled for all languages within the knowledge base |
|  Languages for synchronization: selected | Languages that need to be synchronized (needs to be selected from the list of supported languages by knowledge base):  <i>click to enlarge</i> |