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Genesys Knowledge Center User's Guide

[Genesys Knowledge Center Help](#)

Genesys Knowledge Center Help

Welcome to the *Genesys Knowledge Center Help*. This document provides procedures and instructions for common tasks you need to perform when administering, authoring, and using the knowledge that Genesys Knowledge Center provides. See the summary of chapters below.

Agent Assisted Knowledge

Working with Knowledge Center Plugin for Genesys Workspace Desktop Edition

[Knowledge Center Plugin for Workspace Desktop Edition](#)

Authoring

Learn how to use Knowledge Center Content Management System (CMS)

[Using the CMS](#)

[Using the CMS \(8.5.302.xx and earlier\)](#)

Reporting

Find information to help you understand reporting capabilities added to Pulse

[Using the Pulse Plugin](#)