Genesys Knowledge Center User's Guide

Genesys Knowledge Center Help

4/25/2025

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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