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Genesys Knowledge Center Deployment Guide

Sample UI

Sample UI

Overview

Knowledge Center comes with a Sample UI, hosted on a sample website, which provides basic access to your installation of Knowledge Center and your configured knowledge base content. You can use it to test and demonstrate what Knowledge Center can do or as an example of how to integrate Knowledge Center access into your existing website.

The Sample UI is based on independent and easily configurable components. Its website was created using Bootstrap and works on all web browsers that support Bootstrap. See the [Bootstrap documentation](#) for details.

After you install your Knowledge Center Servers and configure the Knowledge Center Cluster, you can access the Sample UI sandbox via the following URLs:

- If you have configured a load-balancer for your cluster: http://host_load_balancer:port_load_balancer/gks-sample-ui
- If you use a Knowledge Center Cluster with a single node: http://gkc_server_host:gkc_server_port/gks-sample-ui

The Sample UI is pre-configured to show all Active and Public knowledge bases configured in Knowledge Center Server in language en (English).

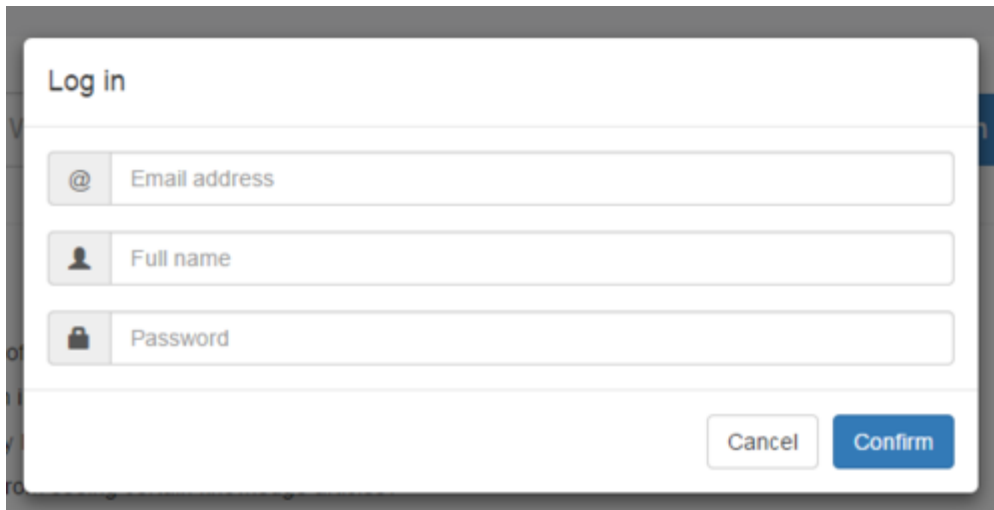
Authorizing

You can use the Sample UI to:

- Browse the site, either as an anonymous user or by authorizing yourself as a customer. To authorize, click the **Log in** link, enter your credentials, and click **Confirm**

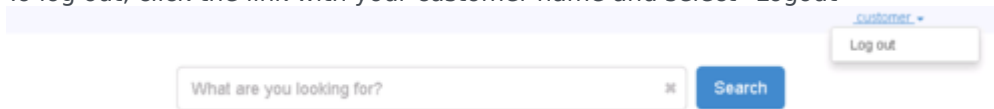
Important

This is not a real site authorization, as Knowledge Center server will only use an email as a *customerId* to identify sessions in History records.

A login form titled "Log in" with three input fields: "Email address" (with an @ icon), "Full name" (with a person icon), and "Password" (with a lock icon). At the bottom right are "Cancel" and "Confirm" buttons.

Sample UI Login

- To log out, click the link with your customer name and select "Logout"

A user interface showing a search bar with the placeholder text "What are you looking for?" and a "Search" button. Above the search bar, there is a dropdown menu with the text "customer" and a "Log out" button.

Sample UI Logout

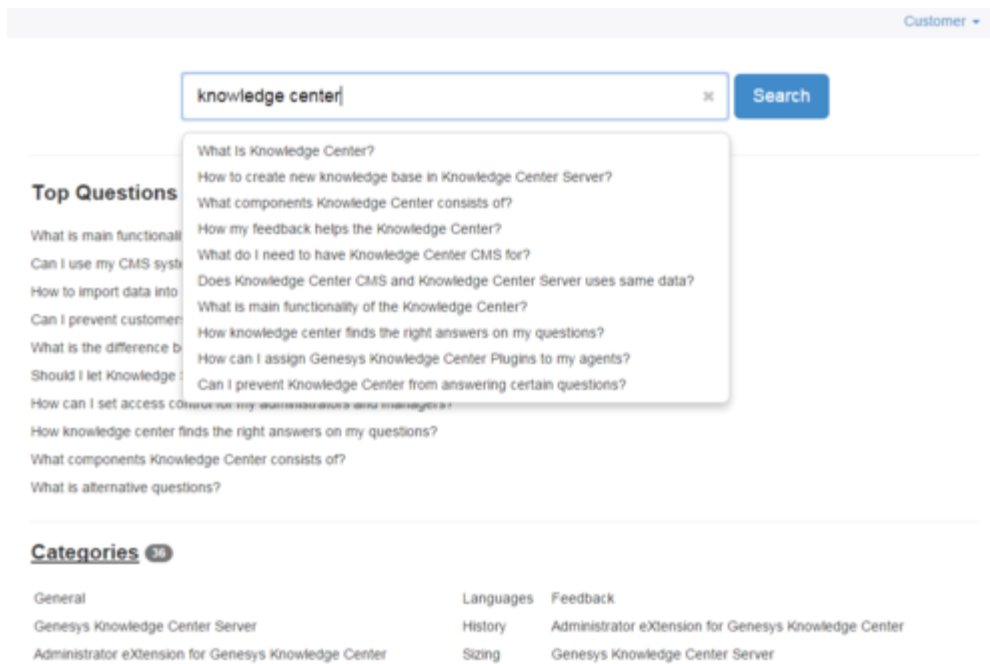
Searching

Search for any QNA document using the search bar.

Conduct a search

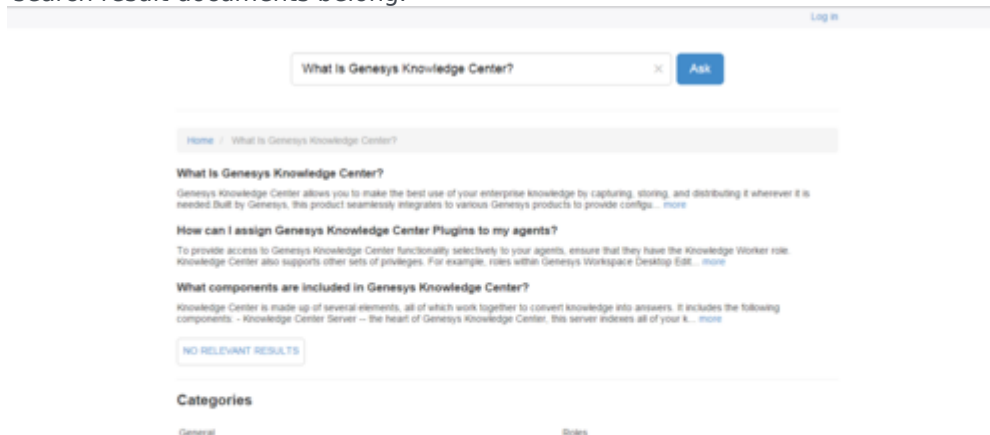
Start

1. Enter a question in the search bar and **Search** or press **Enter**.



Sample UI Search

- Review search results. You can use the **No relevant result** button to let Knowledge Center know that your search was unsuccessful. At the bottom of the page, there is a list of categories to which your search result documents belong.



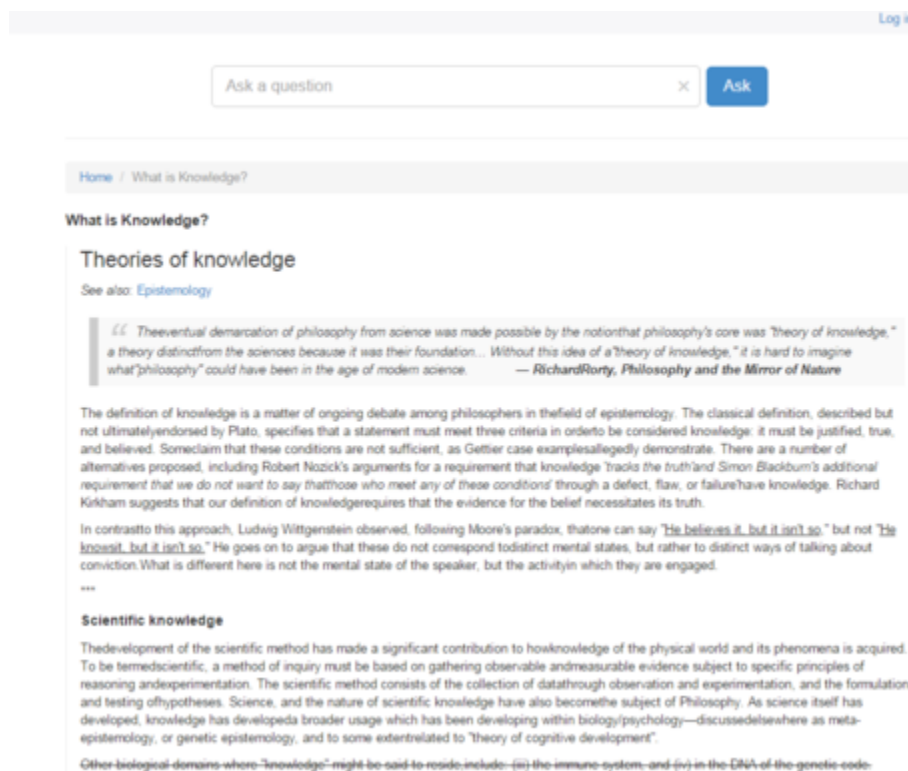
Sample UI Search Results

End

Open and Review a Document

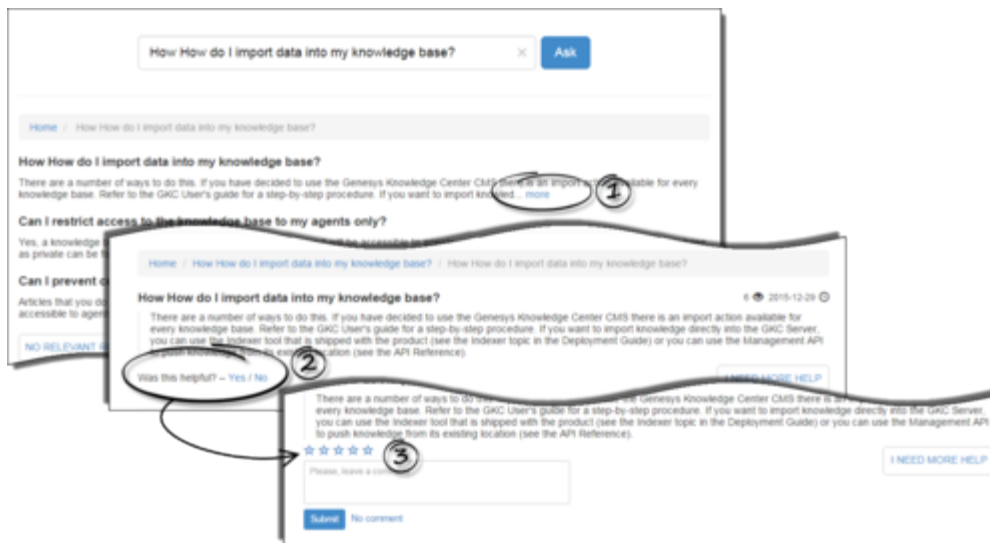
Important

Documents can be in plain text or rich text



Example of Rich Text

- To expand the document, click the **more** link.
- Send feedback about the relevance of a search, using the **Yes/No** link to Like or Dislike the quality of the search. If you like or dislike an answer, you are asked to provide a star-rating and a comment (optional) to improve the Knowledge article.



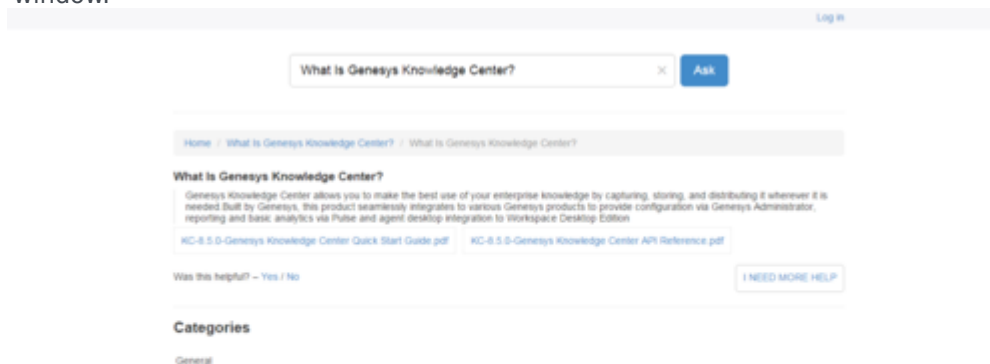
Negative Feedback Comment Field

- Click the **I need more help** button to send a request for proactive help from Genesys Web Engagement.

Important

This feature has been created only for use in conjunction with Genesys Web Engagement. No real message will be sent without integrating your Knowledge Center installation with GWE.

- Click attachment names to open any attachments in the document. Attachments will open in a new window.



Opening Attachments

Browsing

To browse Categories click the "Categories" link from main page.

Customer ▾

What are you looking for?

Top Questions
What is main functionality of the Knowledge Center?
Can I use my CMS system instead on the Knowledge Center CMS?
How to import data into my knowledge base?
Can I prevent customers from seeing certain knowledge articles?
What is the difference between Knowledge Cluster and Knowledge base?
Should I let Knowledge Server know whether a user viewed only 1 or 5 answers provided?
How can I set access control for my administrators and managers?
How knowledge center finds the right answers on my questions?
What components Knowledge Center consists of?
What is alternative questions?

Categories 36
General Languages Feedback
Genesys Knowledge Center Server History Administrator eXtension for Genesys Knowledge Center
Administrator eXtension for Genesys Knowledge Center Sizing Genesys Knowledge Center Server

Sample UI Main Questions

Log in

What are you looking for?

Home / Categories

Categories
Feedback Administrator eXtension for Genesys Knowledge Center Genesys Web Engagement
Genesys Knowledge Center Pulse Plugin History Configuration
Sizing Archiving General
Genesys Knowledge Center Server Languages Roles
Genesys Knowledge Center CMS Integration Genesys Knowledge Center Workspace Plugin

Sample UI Categories

Customer ▾

[Home](#) / Administrator eXtension for Genesys Knowledge Center

What do I need Administrator plugin for?

Knowledge Center Administrator plugin allows to create knowledge bases in knowledge cluster. Please refer to the User's Guide to get more information on the tasks that can be executed in plugin and particular steps of the execution. [more](#)

How to create new knowledge base in Knowledge Center Server?

New knowledge base could be created using Genesys Knowledge Center Plugin for Administrator inside Genesys Administrator Extension application. User Guide will provide you detailed instruction on how to use it. [more](#)

Can I restrict the access to the knowledge base for my agents only?

Yes, knowledge base can be declared as the private and will be accessible to the agent only. Information on how to declare knowledge base to be private can be found in Knowledge Center Administrator Plugin User's Guide. [more](#)

Categories

Genesys Knowledge Center Server	General	General
Genesys Knowledge Center Server		