

# **GENESYS**<sup>®</sup>

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## Genesys Knowledge Center User's Guide

Overview of the CMS User Interface

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## Contents

- 1 Overview of the CMS User Interface
  - 1.1 Login into the CMS
  - 1.2 Inside the CMS

# Overview of the CMS User Interface

This chapter describes general principles of the CMS UI organization as well as such general functions as login/logout, getting help, navigating between different views, and so on.

### Login into the CMS

When you enter the CMS URL in your browser, the first page you will see is the login screen:



Enter your login and password in the dedicated boxes and hit the **Log In** button.

**Note:** To login to the CMS you need to have at least one of the knowledge privileges assigned (author, approver and/or administrator).

#### Inside the CMS

#### Dashboard

Once you've logged in to the CMS the Knowledge Dashboard displays the summary of the knowledge authored in the CMS.

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#### Page Elements

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Let's review some of the major navigation elements available on the page.

Tip Click any of the images below to enlarge them

The top-most line is the main menu line providing you access to the functional areas of the product:

This main menu includes the following elements:



**Product name:** clicking this area will always bring you back to the Knowledge Dashboard.





Clicking on the elements of the Knowledge base menu or Administration menu will lead you to the working area of the product (for example, document authoring):

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		Can I use Denetys Knowledge Center as a virtual assistant?		FNQ.	-0	~	~	3 hours ago
		Now can I set access certral for my administrators and managers?		FAQ.	•	~	~	3 hours ago
No. Concerne		How can I and/he older knowledge base articles?		FNQ.	-•	~	÷	3 heurs ago
		How can I add eserch capability to a outliam agent deaktop?		FAD	-•	~	~	2 hours ago
		Can I do Search Engine Optimization for articles smalled in the Genergy Knowledge Center CMD?		FNQ	-0	~	~	3 hours ago
		Can i have my DMB store content in a database or other data store?		FAQ		~	~	3 hours ago
		is agen feedback instead differently from outcome feedback?		FNQ	-0	~	~	3 hours ago
		Can I prevent Knowledge Center from answering certain questions?		FND		~	~	2 hours age
		Why do I need the Workspace plugin?		FNQ		~	~	3 hours ago
		Why aren't any results returned from my query?		AND .		~	~	Elleurs age
		How does my feedback help Denesys Khowiedge Denes?		FNQ.		~	÷	3 hours ago
		Do the Knowledge Denter DMS and the Knowledge Denter Server use the same data?		FND		~	~	Eleven age
		How long is information stand in the fustorial database?		FNQ	-0	~	~	3 hours ago
		What reporting data is available in the Pulse plager?		FNQ.		~	~	2 hours age
		Why do I need the Conveys Knowledge Center CMID		FND	•		0	3 hours age

On the left side, there is a sidebar menu that helps you navigate within the authoring area. While an in-depth review of each element is covered in the authoring manual, let's go though the general principles:

The top line of the sidebar is dedicated to the visual indication of the area that you are in:

- If you see a graduation hat icon and the knowledge base name, you are in the authoring area
- If you see the gears icon, you are in the administration area

At the very bottom of the sidebar, there is an element that allows you to expand or collapse the sidebar. Collapsing the sidebar leaves more space for the main area:

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		How to create new knowledge base?	FAQ	•	~	0	6 hours ago
		What is a knowledge base?	FAQ	•	~	~	6 hours ago
		Why do I need the Generys Knowledge Center CMS?	FAQ	•	~	~	6 hours ago
		Does Genesys Knowledge Center know how much time a person spends reading each article?	FAQ	-0	~	~	14 hours ago
		Can I configure my knowledge article approval workflow and lifecycle?	FAQ	-0	~	v	14 hours ago
		Can I use Genesys Knowledge Center as a virtual assistant?	FAQ	-0	~	~	14 hours ago
		How can I archive older knowledge base articles?	FAQ	-0	~	~	14 hours ago
		How can I set access control for my administrators and managers?	FAQ	-0	~	~	14 hours ago
		How can I assign Genesys Knowledge Center Plugins to my agents?	FAQ	-0	~	~	14 hours ago
		Should I let Genesys Knowledge Center Server know how many answers a user viewed?	FAQ	-0	~	~	14 hours ago
		Can I have my CMS store content in a database or other data store?	FAQ	-0	~	~	14 hours ago
		Can I do Search Engine Optimization for articles created in the Generys Knowledge Center CMS?	FAQ	-0	~	~	14 hours ago
		How can I add search capability to a custom agent desktop?	FAQ	-0	~	~	14 hours ago

The main area is the one where all the work happens. There are two main types of the main area views:

- Table view (as shown above) displays multiple elements (documents, categories, knowledge bases, and so on) with some summary information.
- Element view displays a particular element.

Within table view you have:

- The knowledge base name (if the sidebar is collapsed)
- Sub-area name (for example, Documents, Categories, Knowledge Bases)
- Toolbar with action buttons
- Table view itself
- Table view navigation:
  - Number of elements per table page:

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• Navigation between pages:

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