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Genesys Knowledge Center User's Guide

[Genesys Knowledge Center Help](#)

Genesys Knowledge Center Help

Tip

The latest version of our documentation (titled “**Current**”) relates to release **9.0.x**.

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 to Work with Knowledge
Bases](#)