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Genesys Knowledge Center Deployment Guide

Before you Begin

4/23/2025

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Before you Begin

This chapter describe the step(s) required to prepare your environment for the Knowledge Center installation. Preparation step(s) are:

- Define the languages used in your environment
- **Chose and install RDBMS** for Genesys Knowledge Center CMS
- **Configure access to Elasticseach cluster** for Genesys Knowledge Center Server

Configuring Languages

Overview

To operate the Genesys Knowledge Center solution you need to define and configure languages that will be used within your knowledge.

Knowledge Center requires:

- all supported languages to be defined in Configuration Server
- ISO codes to be defined in the Annex of the Language Attributes Values

Knowledge Center supports two types on languages:

- Language ("base" language)
- Regional language

Regional language is a version of the "base" Language that is used in a particular country.

The use of regional languages is recommended only in situations when knowledge documents can be different in the different countries using a same language (for example: knowledge documents which include local regulatory information or region-specific terminology, and so on).

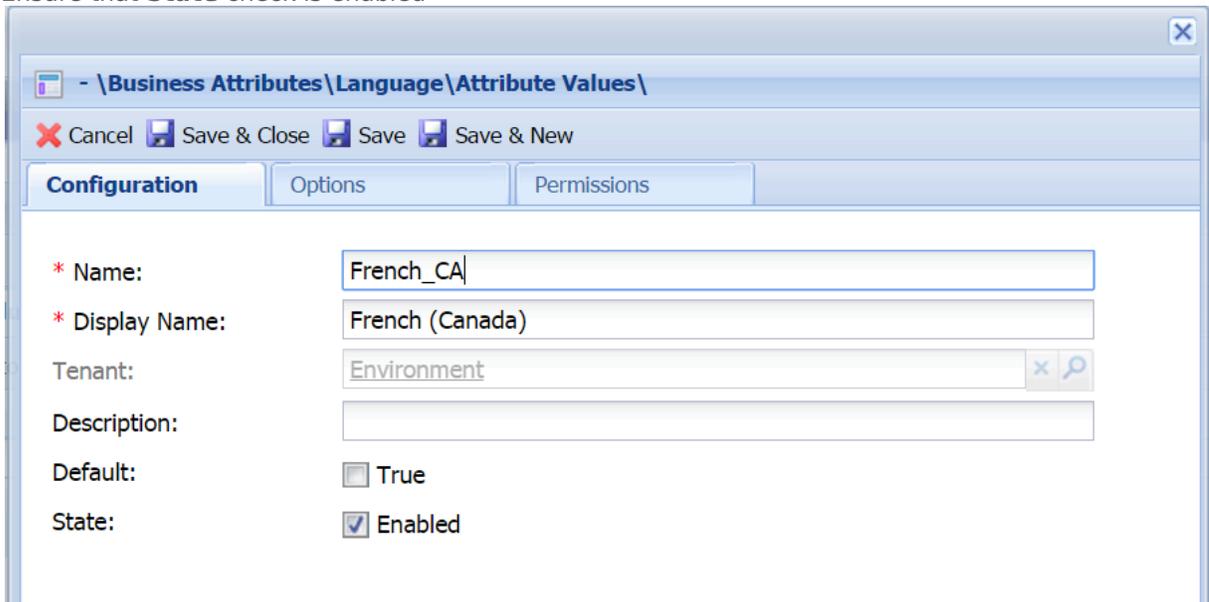
Regional language requires two ISO codes:

- language code (**ISO 639-1**)
- country code (**ISO 3166-1 alpha-2 code**)

How to configure a language

1. Open Genesys Administrator and navigate to **Provisioning > Routing/eServices > Business Attributes**.
2. Select **Language** business attribute

3. Click **Edit** button
4. Select **Attribute Values** tab
5. Click **New** button or select existing attribute value and press **Edit** button
6. On **Configuration** tab (skip this step if you are editing existing **Attributes Value**. For example, English which is created by default)
 - a. Enter **Name**. For instance, French_CA
 - b. Enter **Display Name**. For instance French (Canada)
 - c. Ensure that **State** check is enabled



7. Select **Options** tab:
 - a. Press **New** button to add language code
 - b. Enter "code" in **Section** field (eg. new section "code" should be created)
 - c. Enter "language" in **Name** field (eg. new option "name" should be created)
 - d. Enter ISO 639-1 alpha-2 code that corresponds to desired language in **Value** field. For instance fr
 - e. Press **OK** button
8. If you are adding regional language you also need to specify a region code:
 - a. Press **New** button
 - b. Enter code in **Section** field
 - c. Enter country in **Name** field
 - d. Enter ISO 3166-1 alpha-2 code that corresponds to desired region/country in value field. For instance CA
 - e. Press **OK** button



9. Press **Save & Close** button

Note: You need to repeat this procedure for every language that you plan to use in your Knowledge Base.

Important

Please ensure that following rules are followed when you are adding Attribute Values to the Language Business Attribute:

- Languages should be create in the same tenant in which Knowlege Server and CMS applications will be configured.
- Every language needs to have language (mandatory) and country (if applicable) codes defined on options tab (languages w/o codes will be ignored)
- Ensure that all language/country combinations are unique (duplicate combinations will be ignored)
- Do not edit/change defined codes if they are used in the knowledge bases
- Language code needs to correspond to the ISO 639-1 alpha-2 code for the given language (http://www.iso.org/iso/home/standards/language_codes.htm)
- Country code needs to correspond to the ISO 3166-1 alpha-2 code for given language (http://www.iso.org/iso/country_codes)

Example

If you wish to have following languages in your environment:

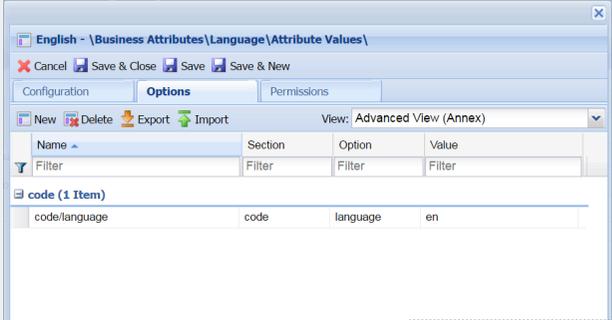
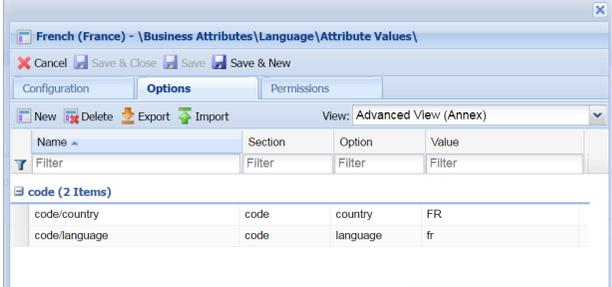
- English
- French (Canadian)

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- French (France)

You will need to create 3 attribute values:

Display Name ▲	State
Filter	Filter
View:  Language >  Attribute Values	
▶ English	Enabled
▶ French (Canada)	Enabled
▶ French (France)	Enabled

Name	Display Name	Options
English	English	<p>code/language=en</p> 
French_FR	French (France)	<p>code/language=fr code/country=FR</p> 
French_CA	French (Canada)	<p>code/language=fr code/country=CA</p>

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Name	Display Name	Options																				
		 <table border="1"><thead><tr><th>Name</th><th>Section</th><th>Option</th><th>Value</th></tr></thead><tbody><tr><td>Filter</td><td>Filter</td><td>Filter</td><td>Filter</td></tr><tr><td colspan="4">code (2 Items)</td></tr><tr><td>code/country</td><td>code</td><td>country</td><td>CA</td></tr><tr><td>code/language</td><td>code</td><td>language</td><td>fr</td></tr></tbody></table>	Name	Section	Option	Value	Filter	Filter	Filter	Filter	code (2 Items)				code/country	code	country	CA	code/language	code	language	fr
Name	Section	Option	Value																			
Filter	Filter	Filter	Filter																			
code (2 Items)																						
code/country	code	country	CA																			
code/language	code	language	fr																			

Installing a Relational Database Management System

Knowledge Center CMS requires a Relational database management system (RDBMS) to be deployed and configured in order to store the knowledge data.

The following RDBMS providers are supported by Genesys Knowledge Center CMS:

- Microsoft SQL Server
- Oracle
- PostgreSQL

Important

Please check supported versions of RDBMS in the *Genesys Supported Operating Environment Reference Guide*.

Before proceeding with the installation of the Knowledge Center solution you need to:

1. Install RDBMS
2. Create a new database
3. Create a user that will be used by the Knowledge Center to access the database
4. Ensure that you are able to connect to the new database from the hosts that the Knowledge Center CMS nodes are running on
5. Create backups for the new database

Configure access to Elasticsearch

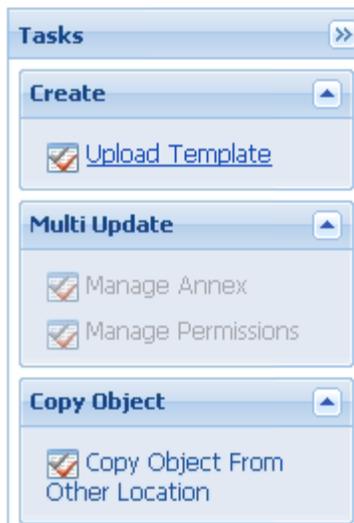
Knowledge Center Server requires [Elasticsearch](#) cluster to be deployed.

To use Elasticsearch cluster by Knowledge Center Server you need to configure a Resource Access Point and connect it with the Knowledge Center Cluster application.

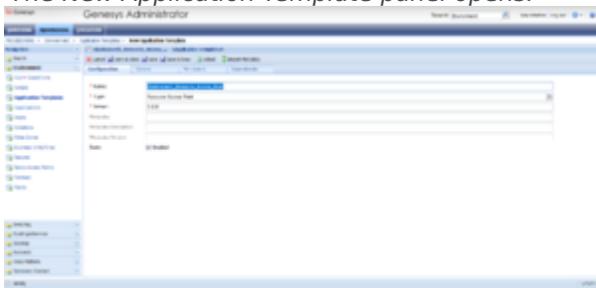
Importing the Elasticsearch Resource Access Point Template

Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
2. In the **Tasks** panel, click **Upload Template**.



3. Click **Add** and choose the application template (APD) file to import, then click **Add**.
 4. Browse to the Elasticsearch_Resource_Access_Point.tpl file. Click **Open**.
- The New Application Template panel opens:*



5. Click **Save & Close**.

End

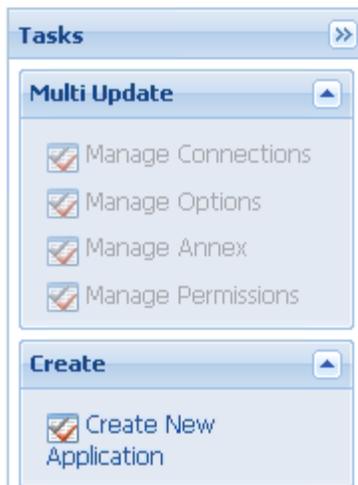
Creating the Elasticsearch Resource Access Point Application

Prerequisites

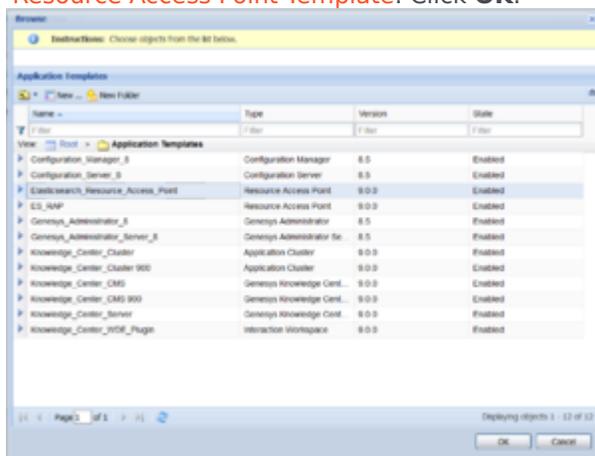
- You completed Importing the Elasticsearch Resource Access Point Template

Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. In the **Tasks** panel, click **Create New Application**.

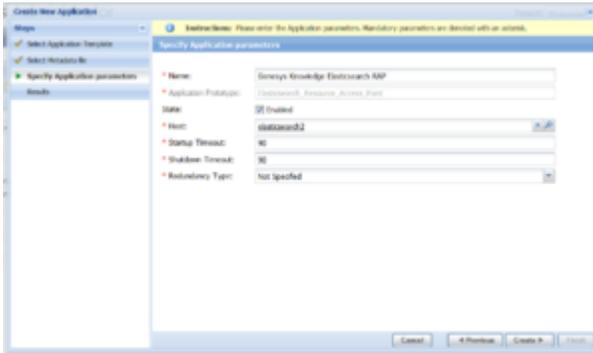


3. In the **Select Application Template** panel, click **Browse for Template** and select the *Elasticsearch_Resource_Access_Point* template that you imported in [Importing the Elasticsearch Resource Access Point Template](#). Click **OK**.

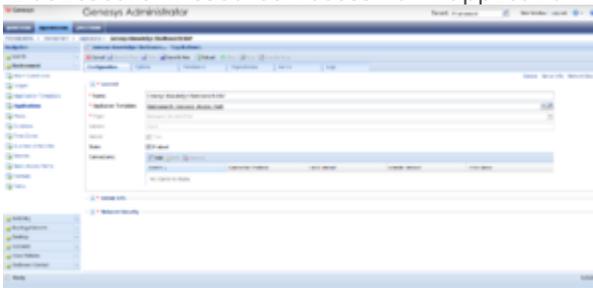


4. The template is added to the **Select Application Template** panel. Click **Next**.
 5. In the Select Metadata file panel:
 - a. Click **Browse**
 - b. Click **Add**
 - c. Select the *Elasticsearch_Resource_Access_Point.xml* file
 - d. Click **Open**
 6. The metadata file is added to the **Select Metadata File** panel. Click **Next**.
 7. In the **Specify Application Parameters** field:
 - a. Enter a name for your application (for instance, "Genesys Knowledge Elasticsearch RAP")
 - b. Make sure that **State** is enabled
 - c. Select the **Host** on which the Access Point will reside
-

d. Click **Create**



8. The Results panel opens.
9. Enable **Opens the Application details form after clicking 'Finish'** and click **Finish**. The Elasticsearch Resource Access Point application form opens and you can start configuring its properties.



End

Configuring the Elasticsearch Resource Access Point Application

Prerequisites

- You completed Creating the Elasticsearch Resource Access Point Application.

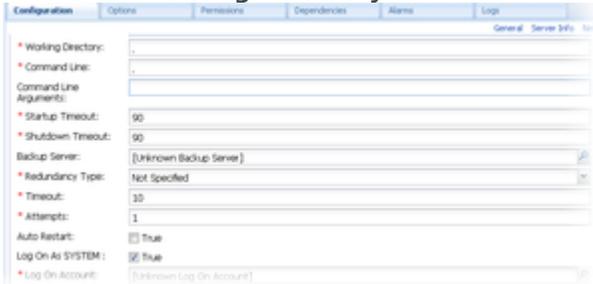
Start

1. If your Elasticsearch Resource Access Point application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the **Elasticsearch Resource Access Point** and click **Edit**.
2. Expand the **Server Info** pane.
3. In the **Tenant** section, click **Add** and select your tenant (for instance, **Environment**). Click **OK**. (Tenant should be same as the **Genesys Application cluster** previously created).
4. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application, which should point to the host where you plan to locate your Elasticsearch node or Load-Balancer.
5. In the **Listening Ports** section, create the default port by clicking **Add**. The Port Info dialog opens.
 - a. Enter the **Port** (for instance, 9200 [use value of http of your Elasticsearch]).
 - b. Click **OK**. The default port appears in the list of **Listening ports**.

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6. Ensure the **Working Directory** and **Command Line** fields contain a "." (period).



7. Click **Save**.
8. The confirmation dialog for changing the application's port opens. Click **Yes**.
9. Select the **Options** tab.
 - Make sure the following options are set in the **[resource]** section:
 - **[resource]/type=elasticsearch**



10. Click **Save & Close**. If the confirmation dialog opens, click **Yes**.

End

Configuring the Knowledge Center Cluster for Use with Elasticsearch RAP

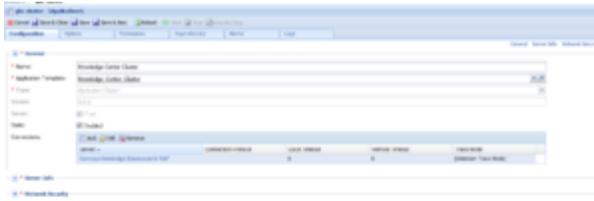
Prerequisites

- You completed Configuring the Elasticsearch Resource Access Point Application.

Start

1. Navigate to **Provisioning > Environment > Applications**. Select the application defined for the Knowledge Center Cluster and click **Edit**.
2. In the **Connections** section of the **Configuration** tab, click **Add**. The Browse for applications panel opens. Select a Genesys application defined as a Elasticsearch Resource Access Point, then click **OK**.
3. Select the added connection to application, click **Edit** and ensure that the default connection port is selected as **ID**.
4. Click **Save & Close**. If the confirmation dialog opens, click **Yes**.

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End