

GENESYS[®]

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Genesys Knowledge Center Deployment Guide

Sample UI

4/21/2025

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_balacer: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 *customerld* to identify sessions in History records.

L	og i	g in					
	@	Email address					
	1	Full name					
01		Password					
/ 1 / 1				Cancel Confirm			

Sample UI Login

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

			Cusseller +
			Log out
What are you looking for?	ж	Search	

```
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**.

	knowledge center	× Search	
	What Is Knowledge Center? How to create new knowledge base in Knowledge Center Server?		
Top Questions	What components Knowledge Center consists of?		
What is main functionali	What do I need to have Knowledge Center?		
iow to import data into	Does Knowledge Center CMS and Knowledge Center Server uses same data?		
Can I prevent customer:	How knowledge center finds the right answers on my questions?		
What is the difference b	How can I assign Genesys Knowledge Center Plugins to my agents?		
How can I set access co	Can I prevent Knowledge Center from answering certain questions?		
iow knowledge center fi	nds the right answers on my questions?		
What components Knowl	edge Center consists of?		
What is alternative quest	ons?		

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 Search

2. 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.

			cogi
	What is Genesys Knowledge Center?	X	
Home / What Is Ge	sesys Knowledge Center?		
What is Genesys K	nowledge Center?		
Genesys Knowledge Ce needed Built by Genesy	nter allows you to make the best use of your enterprise kno s, this product seamlessly integrates to various Genesys pr	wiedge by capturing, storing, and distributing oducts to provide configumore	g it wherever it is
How can Lassign G	enesys Knowledge Center Plugins to my agent	ts?	
To provide access to Ge Knowledge Center also	mesys Knowledge Center functionality selectively to your ag supports other sets of privileges. For example, roles within	pents, ensure that they have the Knowledge Genesys Workspace Desktop Edit more	Worker role.
What components	are included in Genesys Knowledge Center?		
Knowledge Center is ma components: - Knowled	de up of several elements, all of which work together to cor pe Center Server the heart of Genesys Knowledge Center	nvert knowledge into answers. It includes the r, this server indexes all of your k more	e following
NO RELEVANT RESU	.75		
Categories			
General		Roles	

Sample UI Search Results

End

Open and Review a Document



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.

	How How do I import data into my knowledge base? × Ask		
Home / How How	do I import data into my knowledge base?		
There are a number of mowledge base. Refer	rangs to do this. If you have decided to use the Genergys Knowledge Center CMP prevent an import or the state for every to the GRC User's guide for a step-by-step procedure. If you want to import knowledmore		
Can I restrict acce	15 to the innewledge base to my agents only?		
s private can be to	Home / How How do I import data into my knowledge base? / How How do I import data into my knowledge base?		
an I prevent d ricles that you do ccessible to agen	How How do I import data into my knowledge base? There are a number of ways to do the if you have decided to use the Generye Knowledge Center CMS there is an import even knowledge base. Bake to the OKC base base the site backto proceeder. If you want to proof knowledge decid	6 @ 2016-12-29 @ action available for v into the GAC Server.	
NO RELEVANT R	you can use that payment tool that a shapped with the product (see the indexer topic in the Deployment Guide) or you can us toos this height? – Yes / Yes	e the Management API	
Ľ	There are a number of ways to 60 should be a public for a step hold commys knowle every showing the state. Refer to this should be a step hold for a step hold commy to be public hold be an	dge Center CMS there is an you want to import knowledge din he Deployment Guide) or you can	ectly into the GRC Si use the Manageme
	* 市 市 市 市 Pessee, Nourie a cl. 3		I NEED MORE
	Mater No connect		

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.

Home / What is 0	Senesys Knowledge Center? / What Is G	enesys Knowledge Center?		
What is Genesys	Knowledge Center?			
Genesys Knowled needed. Built by Ge reporting and basi	ge Center allows you to make the best use energy, this product seamlessly integrates ic analytics via Pulse and agent desktop in	 of your enterprise knowledge by capture to various Generays products to provide regration to Workspace Desktop Edition 	ring, storing, and distribut configuration via Genesy	ing it wherever it ys Administrator,
NC-8.5.0-Generays	Knowledge Center Quick Start Guide pdf	KC-8.5.0-Genesys Knowledge Cent	er API Reference pdf	
Was this helpful? - Y	les. / No			I NEED MORE
Categories				
General				

Opening Attachments

Browsing

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

							Customer +		
	What are	you looking for?			×	Search			
Top Questions	5								
What is main functiona	lity of the Knowle	edge Center?							
Can I use my CMS sys	tem instead on t	he Knowledge Center CMS	?						
How to import data into	o my knowledge	base?							
Can I prevent customers from seeing certain knowledge articles?									
What is the difference	between Knowle	dge Cluster and Knowledge	base?						
Should I let Knowledge	Server know wh	ether a user viewed only 1	or 5 answers p	provided?					
How can I set access of	ontrol for my ad	ministrators and managers?	2						
How knowledge center	finds the right a	nswers on my questions?							
What components Kno	wledge Center o	onsists of?							
What is alternative que	istions?								
Categories 🖾									
General			Languages	Feedback					
Genesys Knowledge (Center Server		History	Administrator e	Attension for G	enesys Knowledge Cente	r		
Administrator eXtensio	on for Genesys K	nowledge Center	Sizing	Genesys Knowl	edge Center S	lerver			
Sample UI Main	Question	S							
							Log in		
	What are yo	u looking for?			×	Search			
Home / Categories									
Categories									
Feedback		Administrator eXtension fo	or Genesys Kn	owledge Center	Genesys We	b Engagement			
Genesys Knowledge Cen	ter Pulse Plugin	History			Configuration	1			
Sizing		Archiving			General				
Genesys Knowledge Cen	ter Server	Languages			Roles				
Genesys Knowledge Cen	ter CMS	Integration			Genesys Kno	owledge Center Workspa	ce Plugin		

Sample UI Categories

						Customer +
	What are you looking	ng for?		ж	Search	
Home / Administra	ator eXtension for Genesys K	nowledge Center				
What do I need Ad	ministrator plugin for	•				
(nowledge Center Adn nformation on the task	ministrator plugin allows to cr is that can be executed in plu	eate knowledge bases in igin and particular steps	knowledge cluster. Please r of the execution. more	efer to t	he User's Guide to (pet more
low to create new	v knowledge base in Kr	nowledge Center Se	rver?			
iew knowledge base o Jser Guide will provide	could be created using Gene e you detailed instruction on I	sys Knowledge Center Pl how to use it. more	ugin for Administrator inside	Genesy	s Administrator Exte	ension application.
Can I restrict the a	access to the knowledg	e base for my agen	ts only?			
(es, knowledge base or rivate can be found in	can be declared as the privat Knowledge Center Administ	e and will be accessible t rator Plugin User's Guide	o the agent only. Information	n on hov	v to declare knowled	ige base to be
Categories						

Genesys Knowledge Center Server Genesys Knowledge Center Server General General

Sample UI Document Categories