

GENESYS

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Genesys Knowledge Center Quick Start Guide

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Tip

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

Welcome to the Genesys Knowledge Center Quick Start Guide. This guide will help you get Genesys Knowledge Center up and running quickly by installing and working with the sample knowledge base.

Overview

The fastest way to get started with Knowledge Center is to create a sample knowledge base and try it out. After you install Knowledge Center Server, you can find the sample knowledge base in the <*Knowledge Center Server Installation Folder*>*server**tools**indexer* folder. At that point, you can create a new knowledge base in Genesys Administrator or Knowledge Center CMS and import documents into it using the tool shipped with the Knowledge Center Server. After these steps, you are ready to work with the basic features of Knowledge Center .

For a more in-depth overview of Knowledge Center, you can read the Knowledge Center Components topic in the Deployment Guide.

Before you begin

- 1. Review the prerequisites and make sure your Genesys environment meets the requirements
- 2. Install Elasticsearch 6.2 cluster
- 3. Install Relational Database Management System (RDBMS) from the list of supported databases by Genesys Knowledge Center CMS

Setting up your Knowledge Center

Start

1. Configure Knowledge Center Cluster.

Important

Please specify the planned host and port for the Knowledge Center Server as the host and default port of the Knowledge Center Cluster. This allows the system to work without the load-balancer.

- 2. Configure the Knowledge Center Server applications and install the server nodes (first 4 steps of that procedure).
- 3. Install Knowlege Center CMS.
- 4. Create agent that will be used to work with the knowledge by following [+] these steps
 - 1. In Genesys Administrator go to Provisioning > Accounts > Users
 - 2. Press the New button
 - 3. On the General tab enter knowledge as the user name and employee ID of the agent
 - 4. Press the Save and Close button
 - 5. In Genesys Administrator go to **Provisioning** > **Accounts** > **Roles**
 - 6. Press the New button in menu to create new role
 - 7. On the General tab enter Knowledge Workers in the Name field
 - 8. Go to the Assigned Privileges tab
 - 9. On the Role Privileges tab, check "Genesys Knowledge" product and add the following privileges:
 - Allows agent to change data in a knowledge base
 - 10. Go to the **Configuration** tab
 - 11. Add agent knowledge to the role
 - 12. Press the Save and Close button
- 5. Create agent that will be used to work with the Knowledge Center CMS by following [+] these steps
 - 1. In Genesys Administrator go to Provisioning > Accounts > Users
 - 2. Press the **New** button
 - 3. On the General tab enter cms_administrator as the user name and employee ID of the agent
 - 4. On Member Of tab click the Add button and select Administrators Access Group, then click OK
 - 5. Press the Save and Close button
 - 6. In Genesys Administrator go to Provisioning > Accounts > Roles
 - 7. Click the New button in the menu to create a new role
 - 8. On the General tab enter Knowledge CMS Administrators in the Name field
 - 9. Go to the Assigned Privileges tab
 - 10. On the **Role Privileges** tab, check **Genesys Knowledge Center CMS** product and add the following privileges:

- Administrator (allow user to carry out Administrator tasks)
- 11. Go to the **Configuration** tab
- 12. Add agent cms_administrator to the role
- 13. Press the Save and Close button
- 6. Start your Knowledge Center CMS instance:
 - To start your servers from Genesys Administrator follow [+] these steps
 - 1. Navigate to **Provisioning > Environment > Applications**.
 - 2. Select the Genesys Knowledge Center CMS application.
 - 3. Click **Start applications** in the Runtime panel.
 - To start your servers using the provided start script (server.bat on Windows and server.sh on Linux) follow [+] these steps
 - 1. Navigate to **<Knowledge Center CMS Installation Folder>** and launch a console window.
 - 2. For Windows, type: server.bat
 - 3. For Linux, type: server.sh
- 7. Create your first knowledge base in Knowledge Center CMS by following [+] these steps
 - 1. Login into Knowledge Center CMS with the cms_administrator agent
 - 2. Follow the steps of Creating a Knowledge Base in CMS instruction procedure. Apply the next configuration:
 - ID: knowledgefaq
 - Name: Knowledge Center FAQ
 - Description: Most common question regarding Genesys Knowledge Center
 - · Ensure that Active and Public switchers active for Knowledge base
 - Select Content source: Third-party using appropriate switcher
 - Add English language to your Knowledge Base
- 8. Start your knowledge Center Server instance:
 - To start your servers from Genesys Administrator follow [+] these steps
 - 1. Navigate to **Provisioning > Environment > Applications**.
 - 2. Select the Genesys Knowledge Center Server application.
 - 3. Click **Start applications** in the Runtime panel.
 - To start your servers using the provided start script (server.bat on Windows and server.sh on Linux) follow [+] these steps
 - 1. Navigate to **<Knowledge Center Server Installation Folder>\server** and launch a console window.

- 2. For Windows, type: server.bat
- 3. For Linux, type: server.sh
- 9. Import first knowledge into your knowledge base by following [+] these steps
 - 1. In Windows Explorer, navigate to **<Knowledge Center Server Installation Path>\server\tools** indexer folder
 - 2. In **importFAQ.bat** change [host] and [port] to the actual host and port that Knowledge Center Server runs on.
 - 3. Run importFAQ.bat



End

Using the Sample UI

Congratulations! You are ready to use Genesys Knowledge Center. For sandbox testing, try using the Sample UI web application, whose components are available at:

- http://host:port/gks-server—The Knowledge Center Server
- http://host:port/gks-sample-ui—The Sample UI sandbox

					Custom
	What are you looking for	5		Rearch	
v l	vnat are you looking for	r	,	Search	
Top Questions					
Top Questions					
What is main functionality of	f the Knowledge Center?				
Can I use my CMS system i	nstead on the Knowledge Cent	ter CMS?			
How to import data into my	knowledge base?				
Can I prevent customers fro	m seeing certain knowledge a	rticles?			
What is the difference betwe	een Knowledge Cluster and Kn	owledge base?			
Should I let Knowledge Serv	er know whether a user viewe	d only 1 or 5 answers ;	provided?		
How can I set access contro	ol for my administrators and ma	inagers?			
How knowledge center finds	the right answers on my ques	tions?			
What components Knowled	ge Center consists of?				
What is alternative question	\$?				
Categories 🚳					
General		Languages	Feedback		
Genesys Knowledge Cente	edge Center Server History Administrator eXtension for Genesys Knowledge Ce		Senter		

Sample UI Main Questions

For more information on using the Sample UI, consult the Deployment Guide.