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# Genesys Knowledge Center User's Guide

Using the options menu (Interaction-less Knowledge)

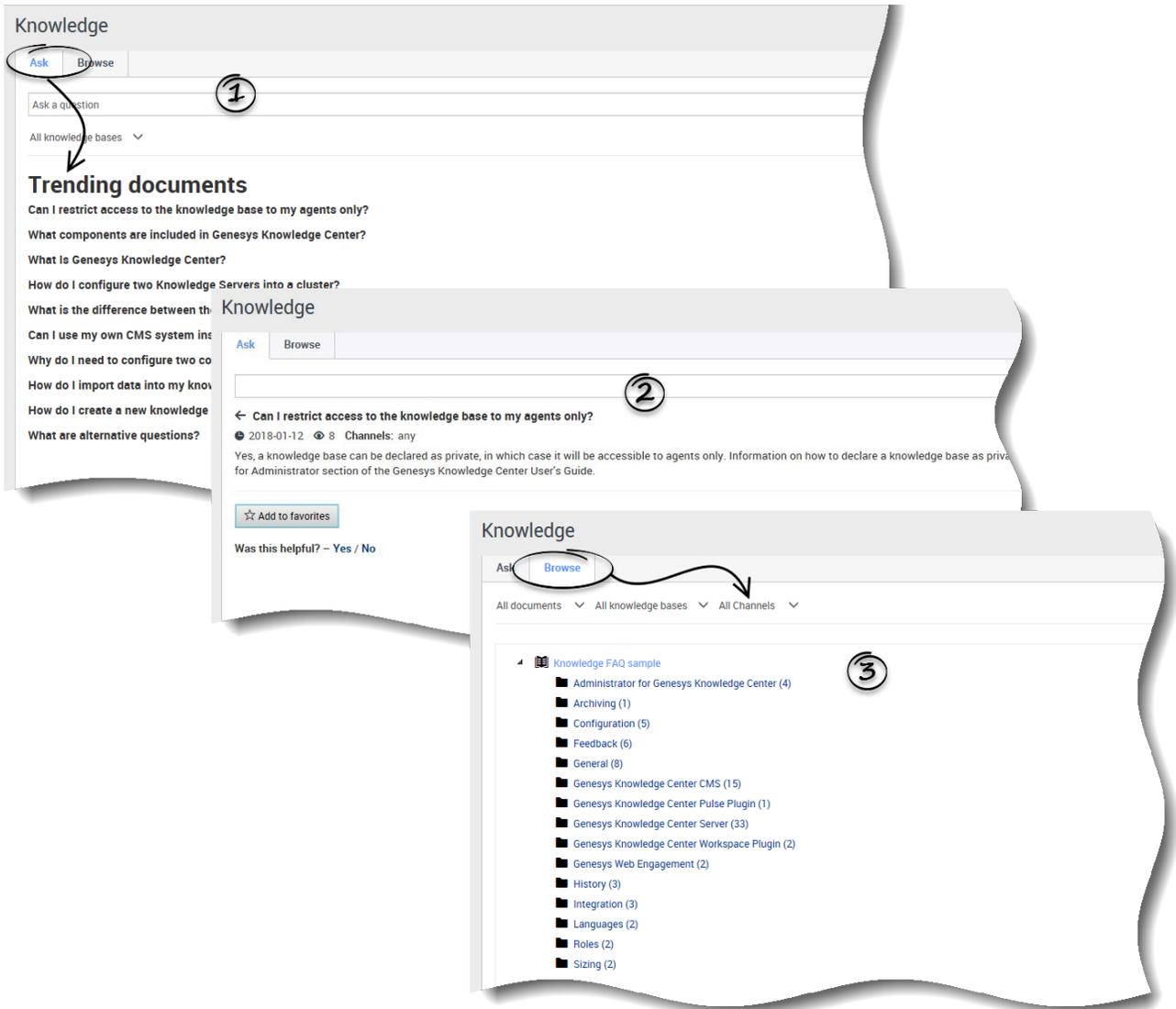
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# Using the options menu (Interaction-less Knowledge)

## Important

To work with Knowledge Center plugin you must have **Knowledge.Worker** privileges.

## Knowledge window differences in the case of no interaction



It should be noted that the Knowledge window differs slightly when there is no interaction:

### 1. Ask tab

On the **Ask** tab, a list of top 10 **Trending documents** is displayed instead of the customer's recent questions.

### 2. Viewing the document

The **Copy content** and **Send document** buttons are unavailable as there is no active interaction.

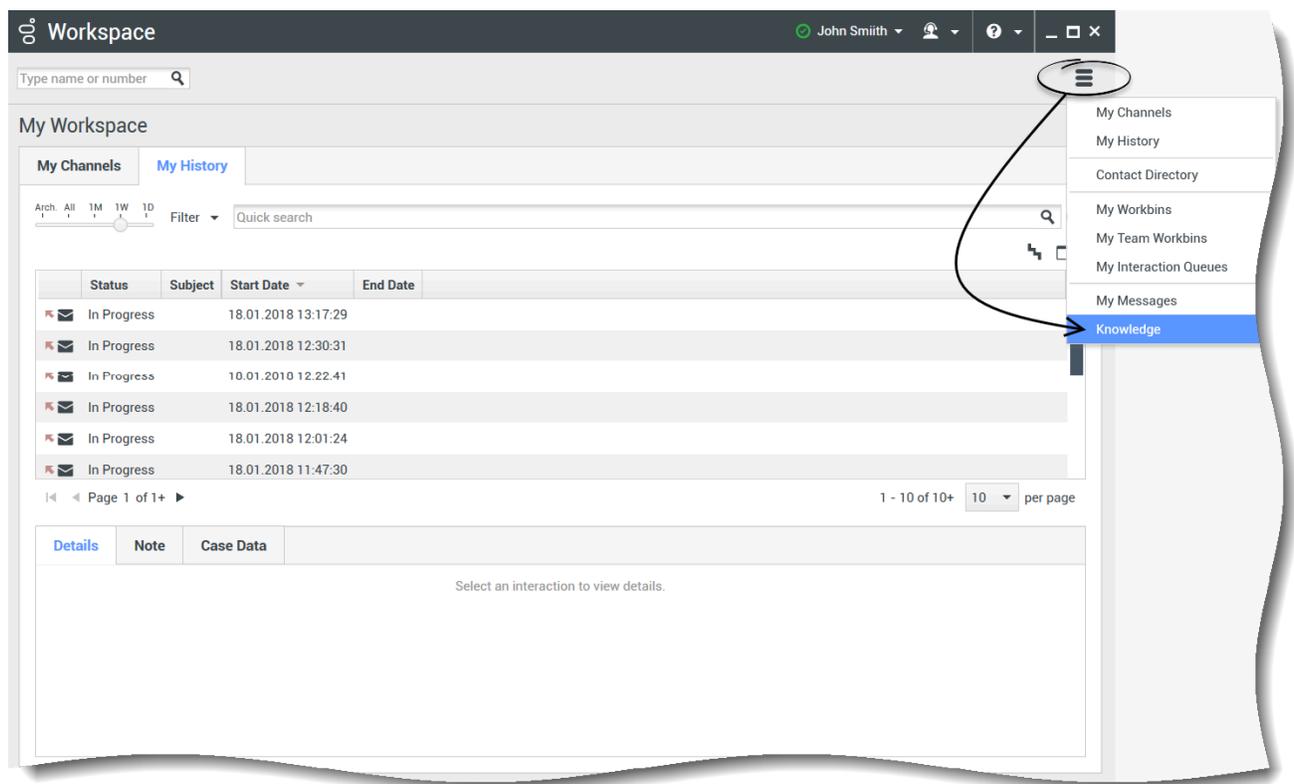
### 3. Browse tab

The **Channels** selector is set to **All Channels** by default.

### - History tab

The **History** tab is unavailable in interaction-less Knowledge.

## Interaction-less Knowledge



Interaction-less Knowledge allows agents to access the Knowledge Center plugin functionality without an active interaction in Workspace Desktop. To get started, simply click **Knowledge** from the options menu (☰).