

GENESYS[®]

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Genesys Knowledge Center User's Guide

Using the options menu (Interaction-less Knowledge)

4/22/2025

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

Knowledge					
Ask Browse					
T	(F)				
Ask a question	E				
All knowledge bases 🗸 🗸					
	nts				
Can I restrict access to the knowled	dge base to my agents only?				
What components are included in G	Genesus Knowledge Center?				
What is Genesys Knowledge Center	r?				
How do I configure two Knowledge	Servers into a cluster?				
What is the difference between the	Knowledge				
Can I use my own CMS system ins					
Why do I need to configure two co	ASK Browse				
How do I import data into my know	How do I import data into my knov				
How do I create a new knowledge	ledge & Can Linestrict access to the knowledge base to my agents only?				
What are alternative questions?	© 2018-01-12 @ 8 Channels: any				
	Yes, a knowledge base can be declared as private, in which case it will be accessible to agents only. Information on how to declare a knowledge base as priva				
	for Administrator section of the Genesys Kno	owledge Center User's Guide.			
	Add to favoritor	L			
	A Add to lavoines	Knowledge			
	Was this helpful? – Yes / No				
		Ast Browse			
		All documents 🗸 All knowledge bases 🗸 All Channels 🗸			
	l.		_		
		Administrator for Genesys Knowledge Center (4)	_		
		Archiving (1)			
		Configuration (5)			
		Feedback (6)	- N		
		General (8)			
		Genesys Knowledge Center Pulse Plugin (1)	- N		
		Genesys Knowledge Center Server (33)	- 1		
		Genesys Knowledge Center Workspace Plugin (2)			
		Genesys Web Engagement (2)			
		History (3)			
		Integration (3)	_		
		Roles (2)			
		Sizing (2)			

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

ල් Workspace		⊘ John Smiith 🕶 🛖 👻 🖌 🕢 🖛 🗕 🗖 🗙
Type name or number		
My Workspace		My Channels
My Channels My Histo	ry	My History Contact Directory
Arch. All 1M 1W 1D	Quick search	Q My Workbins My Team Workbins My Interaction Queues
Status Subject	Start Date - End Date	My Messanes
► In Progress	18.01.2018 13:17:29	Knowledge
K M In Progress	18.01.2018 12:30:31	
s 🔤 In Progress	18.01.2018 12.22.41	
▲ In Progress	18.01.2018 12:18:40	
s In Progress	18.01.2018 12:01:24	
K Min Progress	18.01.2018 11:47:30	
I≪ ≪ Page 1 of 1+ ►		1 - 10 of 10+ 10 🔻 per page
Details Note Ca	ise Data	
	Select an interaction to view deta	ils.

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 (\equiv).