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Genesys Knowledge Center User's Guide

Publishing

5/10/2025

Contents

- 1 Publishing
 - 1.1 Overview
 - 1.2 What version of the document is published?
 - 1.3 Publishing documents

Publishing

Overview

The publishing process ensures that data authored and approved in the CMS is available for your agents and customers. During the publishing process, all approved documents and approved categories are transferred from the Knowledge Center CMS to the Knowledge Center Server. As soon as these documents are transferred to Knowledge Center Server they are immediately available for searching by your agents and customers.

There are several ways to publish your documents. You can:

- [Publish from the document list](#)
- [Publish from the modification menu](#)
- [Configure scheduled publishing \(synchronization\)](#)

What version of the document is published?

There are several key rules of document versioning for publishing:

- Only the approved version of the document is published
- If the document has several approved versions, the most recent approved version is selected for publishing
- If the latest approved version of the document has the **Expiration date** defined and that date has passed, the document is not published

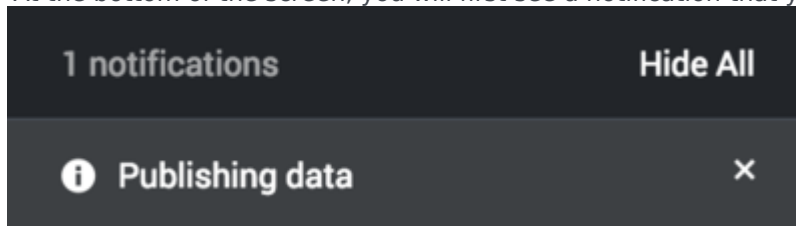
Publishing documents

Publishing from document list

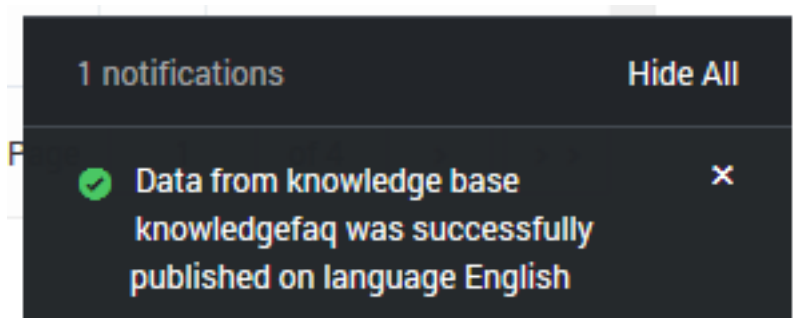
1. From the left-hand sidebar menu, click **Documents**.
2. Click **Publish**.



3. Confirm the operation in the dialog window by clicking **Publish** once more.
At the bottom of the screen, you will first see a notification that your document(s) are being published:



Then you'll see the notification confirming the document(s) are published:



4. The documents get a status of "Published" as indicated by the blue check icon:

The screenshot displays the Genesys Knowledge Center CMS interface. The top navigation bar includes the Genesys logo, 'Genesys Knowledge Center CMS', and dropdown menus for 'Knowledge bases' and 'Dictionaries'. The user 'John Doe' is logged in. The left sidebar contains a 'Knowledge Center FAQ' section with links to 'Dashboard', 'Documents' (highlighted), 'Categories', 'No answer', 'Votes', 'Drafts', and 'Modifications'. The main area is titled 'Documents' and features a table of FAQ entries. The table has columns for 'Question', 'Category', 'Status', 'Actions', and 'Modified'. The 'Status' column shows a progress bar and a checkmark. The 'Actions' column includes icons for edit, delete, review, and approve. The 'Modified' column shows the time since the document was last modified. At the bottom of the table, there is a pagination bar showing '1 of 52' items, '15' items per page, and a 'Page 1 of 4' indicator.

Question	Category	Status	Actions	Modified
Can I store knowledge articles in different languages?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
How do I import data into my knowledge base?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
Is agent feedback treated differently from customer feedback?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
Should I let Genesys Knowledge Center Server know how many answers a user viewed?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
Why is the correct answer shown as the second item in the list of answers?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
What is the difference between the Knowledge Cluster and the Knowledge Server?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
What is a knowledge base?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
Can I use Genesys Knowledge Center as a virtual assistant?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
How are attachments used in finding the right answer to a question?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
How can I add search capability to a custom agent desktop?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 seconds ago
What is Genesys Knowledge Center?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 minute ago
How does Genesys Knowledge Center find the right answers to my questions?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 minute ago
What is the Sample UI?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	1 minute ago
Why do I need the Genesys Knowledge Center CMS?	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	2 minutes ago
Can I do Search Engine Optimization for articles created in the Genesys Knowledge Cente...	FAQ	Progress bar, Checkmark	Icons for edit, delete, review, approve	2 hours ago

Publishing modifications

Accessible from the left-hand sidebar menu, the **Modifications** view allows you to see the changes (approved and deleted documents) that are awaiting the next cycle of scheduled publishing (synchronization). Here you can enforce synchronization by clicking the **Synchronize** button.

Important

When you click the **Synchronize** button you instruct the Knowledge Center CMS to immediately execute the synchronization process of all changes in the **Modifications** view to the Knowledge Center Server. This means that all approved documents are published to the Server and all deleted documents are removed from the Server.

<input checked="" type="checkbox"/>	Title	Language	Type	Modified
<input checked="" type="checkbox"/>	Can I use Genesys Knowledge Center as a virtual assistant?	English	APPROVED	40 seconds ago
<input checked="" type="checkbox"/>	How can I set access control for my administrators and managers?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	How can I archive older knowledge base articles?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	How can I add search capability to a custom agent desktop?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Can I do Search Engine Optimization for articles created in the Genesys Knowledge Center CMS?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Can I have my CMS store content in a database or other data store?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Is agent feedback treated differently from customer feedback?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Can I prevent Knowledge Center from answering certain questions?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Why do I need the Workspace plugin?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Why aren't any results returned from my query?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	How does my feedback help Genesys Knowledge Center?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Do the Knowledge Center CMS and the Knowledge Center Server use the same data?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	How long is information stored in the historical database?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	What reporting data is available in the Pulse plugin?	English	APPROVED	3 hours ago
<input checked="" type="checkbox"/>	Does Genesys Knowledge Center know how much time a person spends reading each article?	English	APPROVED	3 hours ago

To complete the process, you are asked to select which language(s) are to be used for the synchronization.

Knowledge base synchronization

Languages for synchronization

All languages

German
English

Scheduled publishing (synchronization)

Synchronization is a convenient and reliable way of making documents available for use. It is strongly encouraged to set up a synchronization schedule according to your needs. This will ensure all the approved content is available in a timely manner.

Important



Synchronization can be configured for **Content source: CMS** knowledge bases only.

To edit synchronization options you need to expand **Properties** at the bottom of the Knowledge Base form.

Enabling Synchronization

To enable synchronization:

1. Expand **Properties** in the bottom of the Knowledge Base page.
2. From the **Synchronization** section:

 Automatic synchronization disabled	Automatic synchronization disabled (default) - disable synchronization
 Automatic synchronization enabled	Automatic synchronization enabled - enable synchronization

Synchronization Schedule

The following synchronization schedules are supported:

- Hourly - define hours and minutes

Scheduling
Hourly Repeat every 1 hour(s) at 0 minute(s)

- Daily - select time

Scheduling
Daily Start at 9 : 00 AM

- Weekly - select weekdays and time

Scheduling
Weekly Days of week Sunday Start at 9 : 00 AM

- Monthly - select day of the month and time

Scheduling
Monthly Day of month 1 Start at 9 : 00 AM

- Once a year - select month, day of the month and time

Scheduling
Once a year Month January Day 1 Start at 9 : 00 AM

Synchronized Content

Attachment synchronization

Synchronization

Attachments synchronization

Disabled

Disabled

Only URL

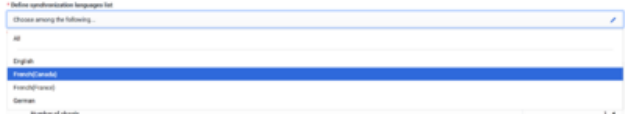
URL and content

- Disabled** - attachments are not by synchronized to the Knowledge Center Server
- Only URL** - link to attachment and attachment name is synchronized to Knowledge Center Server. Attachment content remains in Knowledge Center CMS.
- URL and content** - link, name, and attachment content is synchronized to the Knowledge Center Server; content is used by Server for search only. To download file, Knowledge Center CMS is used.

Important

For successful attachment download from Knowledge Document option **externalURL** in section **cms.general** in **Application Cluster** should be correctly configured and point to Knowledge Center CMS URL (such as, http://<cms host>:<CMS default port>/gks-cms)

Synchronized Languages

	<p>(Default) Synchronization enabled for all languages within the knowledge base</p>
	<p>Languages that need to be synchronized (needs to be selected from the list of supported languages by knowledge base):</p>  <p><i>click to enlarge</i></p>