Genesys Knowledge Center User's Guide

Publishing

5/10/2025

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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
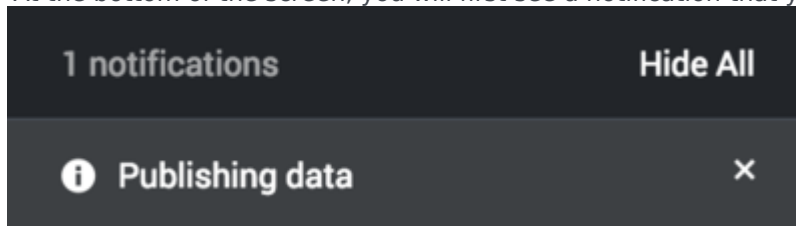
Publishing documents
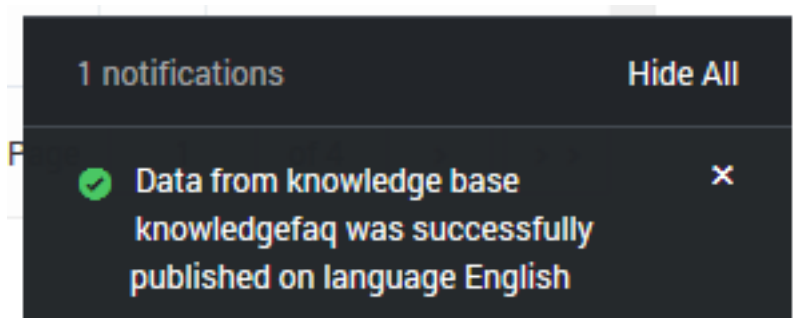
Publishing from document list

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:

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.

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

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

- Daily - select time

- Weekly - select weekdays and time

- Monthly - select day of the month and time

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

Synchronized Content

Attachment synchronization
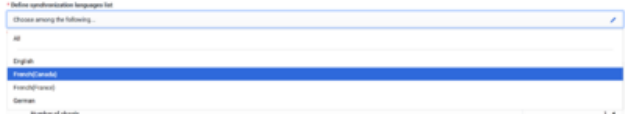
- **Disabled** - attachments are not by synchronized to the Knowledge Center Server

- **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

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