GENESYS™

Genesys Knowledge Center User's Guide

Using the CMS

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Overview

Genesys Knowledge Center CMS is an easy and intuitive application that allows your knowledge authors to collaborate to create valuable digital assets used within your company. The CMS provides a user interface that your editorial team and managers use to create, manage, and deliver content to your employees, customers, and IT systems.

The user interface is secure, role-based and customizable, allowing your development team to cater the editorial experience to the exact needs of end users. The CMS also provides you access to the various types the information collected while knowledge being used, such as:

- Likes and dislikes for the results searched

- Document content quality ratings

- Questions there is no relevant knowledge for

- Most used, recent questions, and so on

All of this feedback is valuable to the author for content quality improvement.

Basics

Before we start to deep-dive into the CMS functionality, let's go through the key principles of content organization within the CMS.

Knowledge base

A knowledge base is the organized collections of your digital assets. It is the top level of the organization within the CMS that allows you to keep documents related to different areas aside from each other. Also, it allows you to define the key principles of the organization within its boundaries. For example:

- Languages supported by the knowledge base

- Types of the documents

- Access rights

- Publication schedules

- Category taxonomy

Category

Taxonomy element helping you to define the topics hierarchy within your knowledge base and group documents to those topics.

Document

An atomic element of the knowledge. The document captures a bit of corporate information as well as the history of its evolution. The document might have multiple language versions within languages allowed in the knowledge base.

Language

The CMS allows you to keep different translations of the same document together by creating language versions of the document. On top of support of distinct different languages (for example, English, French, German), the CMS also allows regional languages that help you to adopt documents to particular regions using the same language, but different dialects (for example, French - Canadian and French - France),

Who is the CMS intended for?

There are several types of roles the CMS is intended for:

- Knowledge Administrator - technical personnel responsible for maintaining your knowledge solution
- Knowledge Author - your editorial team that creates and maintains valuable knowledge within your organization
- Knowledge Managers - supervisors of the editorial team who validates the authored knowledge and approves it for company-wide usage

How to create and use your first document?

To start with your knowledge you need:

- As the Knowledge Administrator:

1. Create a new knowledge base,
2. Make it active and public
3. Define the synchronization schedule that allows automatic knowledge publication

- As the Knowledge Author:

1. Create a new category/topic
2. Create a new document

3. Submit both newly created category and document for review

- As the Knowledge Manager:

1. Approve submitted category

2. Approve submitted document

Having this step completed, newly created document will be published automatically (according to the defined schedule) and be available for your customers, agents, and automated systems:

- Agents can use Knowledge Center Plugin for Workspace Desktop Edition Help to browse or search through the knowledge and apply it to customer's interactions.

- Customer can interact with the knowledge in Genesys Widgets and Sample UI.

- Automated systems, such as routers, conversation bots, can use knowledge to serve the customer without the involvement of the agent (for example, Chat Deflection within Genesys Widgets).