Genesys Knowledge Center User's Guide

Genesys Knowledge Center Help

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> **Tip**
>
> The latest version of our documentation (titled "**Current**") relates to release **9.0.x**.

Welcome to the *Genesys Knowledge Center Help*. This document provides procedures and instructions for common tasks you need to perform when administering, authoring, and using the knowledge that Genesys Knowledge Center provides. See the summary of chapters below.

Agent Assisted Knowledge

Working with Knowledge Center Plugin for Genesys Workspace Desktop Edition

Knowledge Center Plugin for Workspace Desktop Edition

Authoring

Learn how to use Knowledge Center Content Management System (CMS)

Using the CMS to Work with Knowledge Bases