



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Center User's Guide

[Genesys Knowledge Center Help](#)

Genesys Knowledge Center Help

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](#)