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Genesys Knowledge Center CMS

9.0.005.02

12/19/2025

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9.0.005.02

Genesys Knowledge Center CMS Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/21/19	General			X		X

What's New

This release contains the following new features and enhancements:

- It is now possible to filter using keywords in the list of **No Answer** historical items. (GK-7989)
- It is now possible to sort (by document name and date) and filter (by document name, originator, search query, and type of feedback) the **Standard Votes** view to re-arrange data as needed. (GK-7995)
- **Votes** view now provides a new visualization that enables you to analyze feedback in an aggregated way, by document name. This means that individual documents can now be expanded to show detailed data on feedback events for that particular document. (GK-8093)
- Cross-Knowledge Base document linking now enables you to add references (links) that point to a document in another Knowledge base. This means that Knowledge Managers can access knowledge content not only from the Knowledge Base they are working on, but from any other Knowledge Base configured in the GKC CMS, assuming they have proper access rights. (GK-7964)

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Knowledge Center](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

The icon for "Published" documents in the document's History has been changed to match the icon found in the publication status. (GK-8113)

Knowledge Center CMS now provides the correct status to the Solutions Control Server. Previously, when the CMS was configured to work in HTTPS mode, it provided an incorrect status. (GK-8032)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.02.