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Genesys Knowledge Center CMS

9.0.006.03

12/24/2025

Contents

- [1 9.0.006.03](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)

9.0.006.03

Genesys Knowledge Center CMS Release Notes

9.x

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/07/19	General			X		X

What's New

This release contains the following new features and enhancements:

- The use of links within documents has improved. You can now remove an existing document link and create links from one section of a document to another section in the same document. Also, a warning will now appear in the document list and within the document itself if a link is broken (for example, the link is deleted and/or the document is unpublished). (GK-8287)
- It is now possible to sort (by query and date) and filter (by originator and media channel) in the No answer view. (GK-8175)
- The **No Answer** view has been improved by enabling you to analyze feedback from a larger pool of information. All No Answer search query results are clustered into topics. The large cluster helps you determine weak spots in your knowledge database. (GK-8058)
- To improve navigation within a document, it is now possible to create a Table of Contents (TOC) at the beginning of the document. The TOC can be used to navigate within the same document to text formatted as a header. In addition, you can now use an Anchor to create a link within the document to a different section within the same document. (GK-8313)

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:

CMS performance has increased significantly when the document list is long and when you restore data from backup files. (GK-8260)

When working with a new database (created using the latest CMS version), the category name length restriction no longer exists. Previously, the category name length was limited to 64 characters. (GK-8177)

When applying a **Start date** and **Expiration date** CMS considers the Knowledge Manager's local timezone. Previously **Start date** and **Expiration date** properties utilized GMT timezone to apply selected dates. (GK-8121)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.006.03.