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Genesys Knowledge Center CMS

8.5.200.08

12/18/2025

8.5.200.08

Genesys Knowledge Center CMS Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/11/16	General			X		X

Contents

- **1 8.5.200.08**
 - 1.1 Helpful Links
 - 1.2 Video Demonstrations
 - 1.3 What's New
 - 1.4 Resolved Issues
 - 1.5 Upgrade Notes

Video Demonstrations

- [New Features of the Genesys Knowledge Center CMS](#)

What's New

This release contains the following new features and enhancements:

- **Authoring Content Specific to Channels:** When authoring content, you can now assign that content to a particular channel (for example, e-mail or chat).
- **Managing Languages associated with Documents:** The experience and process around managing languages with documents has been improved.
- **Feedback comments:** Authors can review comments to content provided by customers and agents.
- **5-star ratings:** When viewing content, customers and agents can now provide feedback on that content using a 5-star rating.
- **Embedded images:** When authoring content, you can now embed images into that content.
- **HTML links:** When authoring content, you can now wrap text in an HTML link. The link might be to other Knowledge Center content, or any general URL.
- **Article Content Type:** Authors can now create content using the Article content type in addition to the FAQ content type.
- **Health monitoring:** The server exposes a set of key performance metrics which help to monitor the health of the solution.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Knowledge Center](#)

Genesys Products

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.08.