



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 Management User Guide

Knowledge Management Response Times

5/7/2025

# Knowledge Management Response Times

This section describes some typical response times for Knowledge Manager tasks. These figures are for a machine with two Pentium 4 processors and 1 GB of RAM.

- Loading and refreshing a category tree takes 4–6 seconds per 2000 categories (each category having one standard response).
- Copying and pasting a category tree takes approximately 100 seconds per 1000 categories.
- Deleting a category tree takes approximately 100 seconds per 1000 categories.