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Genesys Knowledge Center Deployment Guide

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12/16/2025

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What's New

Find out what's new in this release of Genesys Knowledge Center Deployment.

[New in this release](#)

Getting Started

Find information to help plan your Genesys Knowledge Center Deployment.

[What is Genesys Knowledge Center](#)
[Genesys Knowledge Center Components](#)
[High-level architecture](#)
[Prerequisites](#)

Installing Knowledge Center

Find procedures to install and configure Genesys Knowledge Center Cluster and Server.

[Installing the Cluster Application](#)
[Installing Genesys Knowledge Center Server](#)
[Importing Data Into the Knowledge Base](#)

Installing Knowledge Center CMS

Find procedures to install and configure Genesys Knowledge Center CMS.

[Installing the Genesys Knowledge Center CMS](#)

Installing Plugins

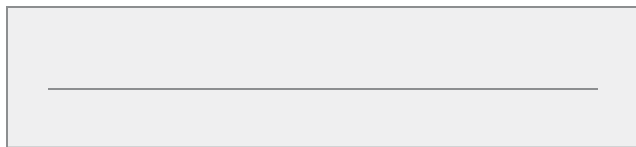
Find procedures to install and configure the Genesys Knowledge Center plug-ins.

[Installing and Using the Administrator Plugin](#)

Deploying in Production

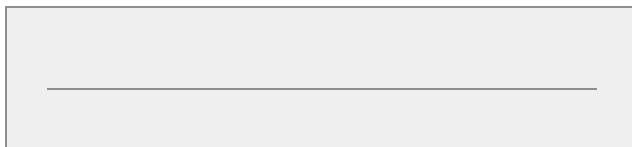
Find procedures to deploy and configure a cluster of Genesys Knowledge Center servers.

[Load-Balancing Configuration](#)



Installing the Pulse Plugin

Installing the Workspace Desktop Edition
Plugin



Security

UTF8

Configuration Options