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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