



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 Center Developer's Guide

Genesys Knowledge Center Developer's Guide

12/15/2025

Genesys Knowledge Center Developer's Guide

Welcome to the Genesys Knowledge Center 8.5.1 Developer's Guide. This document provides information about how you can integrate Knowledge Center for your website and environment. See the summary of chapters below:

Integration

Find out how Knowledge Center works with other Genesys components.

[Integrating with Genesys Web Engagement](#)

Using Knowledge On your Web Site

Learn how to add Knowledge Center to your web resources.

[Simple Integration for Pre-Production Environment](#)

Integration with Web

Find out more information on the User Interface, including Knowledge Agent and Widgets.

[Sample UI](#)

[Improving Contact Us Form](#)