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# Genesys Knowledge Center User's Guide

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Welcome to the *Genesys Knowledge Center 8.5.1 User's Guide*. This document provides procedures and instructions for common tasks you need to perform when administering, authoring, and using the knowledge that Genesys Knowledge Center provides. See the summary of chapters below.

## Agent Assisted Knowledge

Working with Knowledge Center Plugin for Genesys Workspace Desktop Edition

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[Knowledge Center Plugin for Workspace Desktop Edition](#)

## Authoring

Learn how to use Knowledge Center CMS

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[Using the CMS to Work with Knowledge Bases](#)

## Reporting

Find information to help you understand reporting capabilities added to Pulse

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[Using the Pulse Plugin](#)