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Genesys Knowledge Center Deployment Guide

Before you Begin

12/17/2025

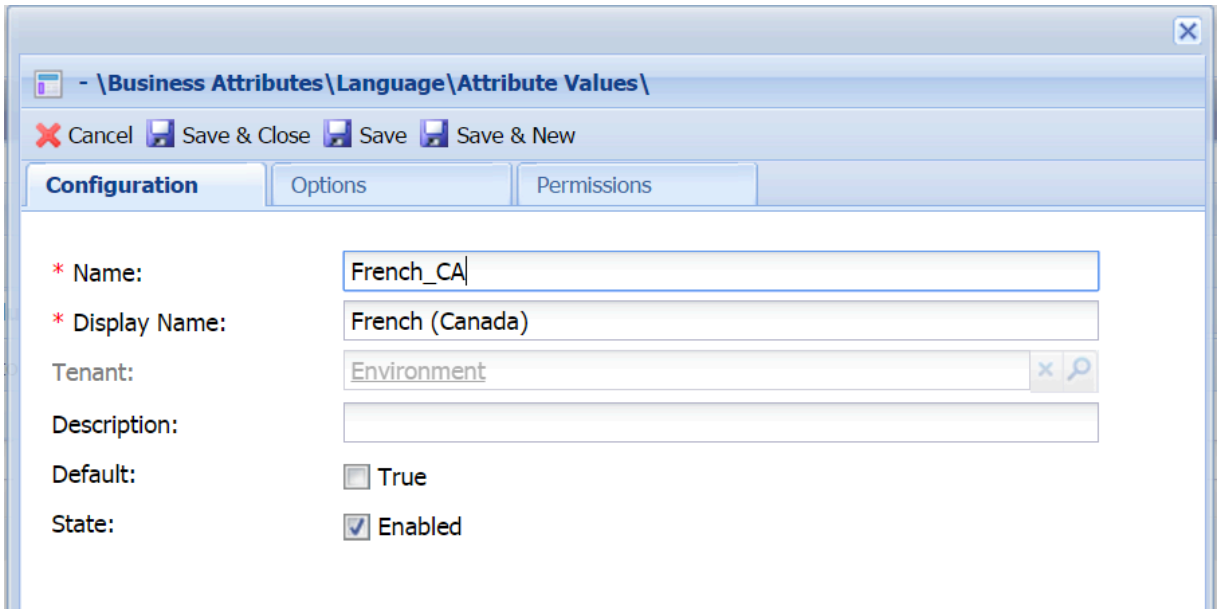
Before you Begin

This chapter describe the step(s) required to prepare your environment for the Knowledge Center installation. Preparation step(s) are:

- Define the languages used in your environment

Configuring Languages

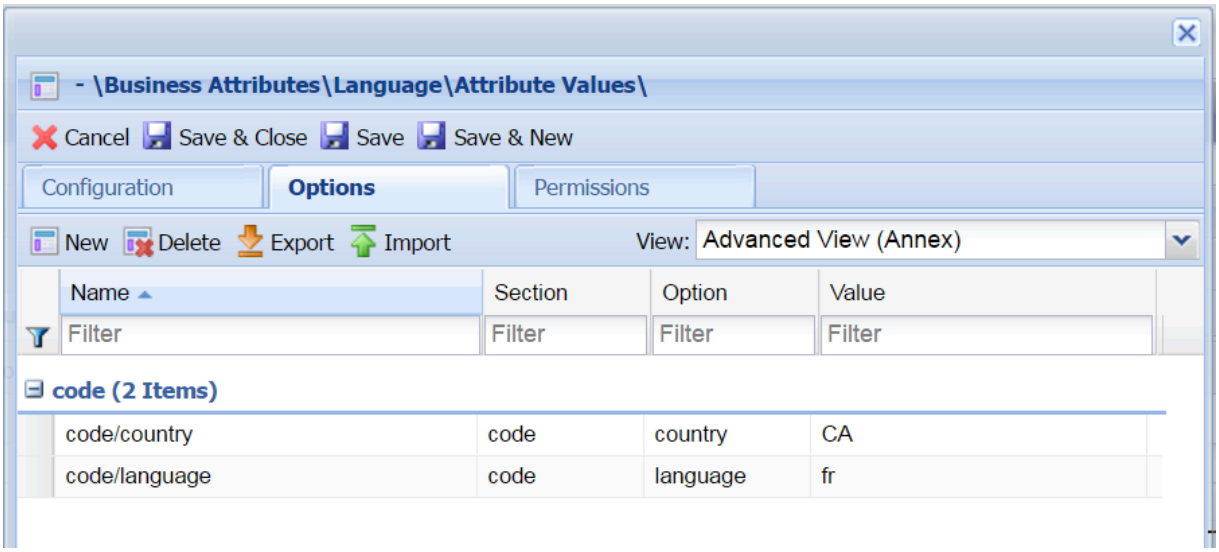
1. Open Genesys Administrator and navigate to **Provisioning** > **Routing/eServices** > **Business Attributes**.
2. Select **Language** business attribute
3. Click **Edit** button
4. Select **Attribute Values** tab
5. Click **New** button or select existing attribute value and press **Edit** button
6. On **Configuration** tab (skip this step if you are editing existing **Attributes Value**. For example, English which is created by default)
   a. Enter **Name**. For instance, French_CA
   b. Enter **Display Name**. For instance French (Canada)
   c. Ensure that **State** check is enabled



7. Select **Options** tab:
   a. Press **New** button to add language code

   b. Enter "code" in **Section** field (eg. new section "code" should be created)
   c. Enter "language" in **Name** filed (eg. new option "name" should be created)
   d. Enter ISO 639-1 alpha-2 code that corresponds to desired language in **Value** field. For instance fr
   e. Press **OK** button

8. If you are adding regional language you also need to specify a region code:
   a. Press **New** button
   b. Enter code in **Section** field
   c. Enter country in **Name** filed
   d. Enter ISO 3166-1 alpha-2 code that corresponds to desired region/country in value filed. For instance CA
   e. Press **OK** button



9. Press **Save & Close** button
   Note: You need to repeat this procedure for every language that you plan to use in your Knowledge Base.

Important

Please ensure that following rules are followed when you are adding Attribute Values to the Language Business Attribute:

- Languages should be create in the same tenant in which Knowlege Server and CMS applications will be configured.
- Every language needs to have language (mandatory) and country (if applicable) codes defined on options tab (languages w/o codes will be ignored)
- Ensure that all language/country combinations are unique (duplicate combinations will be ignored)

- Do not edit/change defined codes if they are used in the knowledge bases
- Language code needs to correspond to the ISO 639-1 alpha-2 code for the given language (http://www.iso.org/iso/home/standards/language_codes.htm)
- Country code needs to correspond to the ISO 3166-1 alpha-2 code for given language (http://www.iso.org/iso/country_codes)

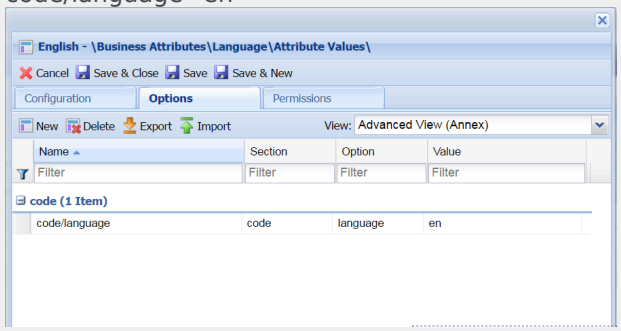
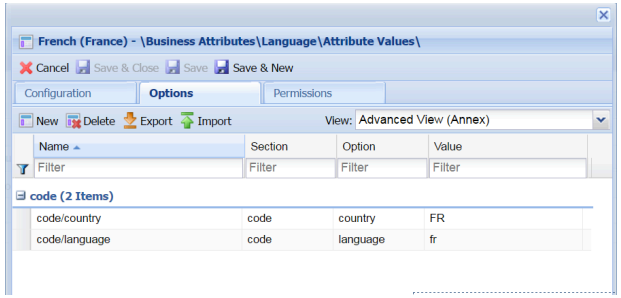
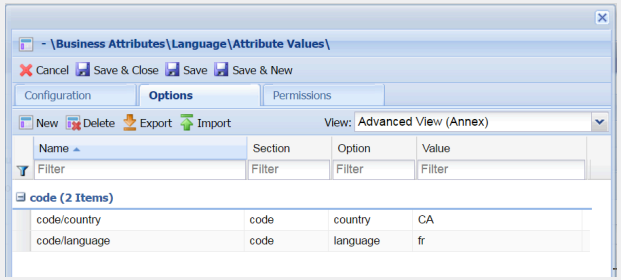
Example

If you wish to have following languages in your environment:

- English
- French (Canadian)
- French (France)

You will need to create 3 attribute values:

Display Name	State
Filter	Filter
View: Language > **Attribute Values**	
English	Enabled
French (Canada)	Enabled
French (France)	Enabled

Name	Display Name	Options
English	English	code/language=en 
French_FR	French (France)	code/language=fr code/country=FR 
French_CA	French (Canada)	code/language=fr code/country=CA

Name	Display Name	Options