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Genesys Knowledge Center Deployment Guide

Terminology

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Terminology

Term	Meaning
cluster	Set of the Knowledge Center Servers that are working together using the same knowledge.
knowledge base	Collection of your knowledge sharing same taxonomy (set of categories) and covering same domain/sub-domain.
node	One instance of the Genesys Knowledge Center Server.
replica	backup shard of data used to guarantee data redundancy.
shard	The way to divide your knowledge base on chunks that can be distributed between different servers.