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Genesys Knowledge Center Deployment Guide

Sample UI

Sample UI

Overview

Knowledge Center comes with a Sample UI, hosted on a sample website, which provides basic access to your installation of Knowledge Center and your configured knowledge base content. You can use it to test and demonstrate what Knowledge Center can do or as an example of how to integrate Knowledge Center access into your existing website.

The Sample UI is based on independent and easily configurable components. Its website was created using Bootstrap and works on all web browsers that support Bootstrap. See the [Bootstrap documentation](#) for details.

After you install your Knowledge Center Servers and configure the Knowledge Center Cluster, you can access the Sample UI sandbox via the following URLs:

- If you have configured a load-balancer for your cluster: http://host_load_balancer:port_load_balancer/gks-sample-ui
- If you use a Knowledge Center Cluster with a single node: http://gkc_server_host:gkc_server_port/gks-sample-ui

The Sample UI is pre-configured to show all Active and Public knowledge bases configured in Knowledge Center Server in language en (English).

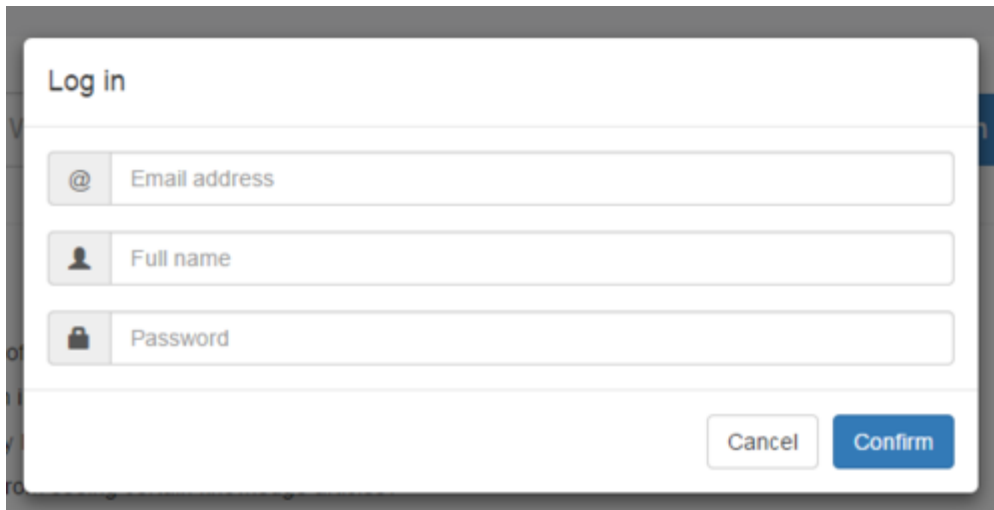
Authorizing

You can use the Sample UI to:

- Browse the site, either as an anonymous user or by authorizing yourself as a customer. To authorize, click the **Log in** link, enter your credentials, and click **Confirm**

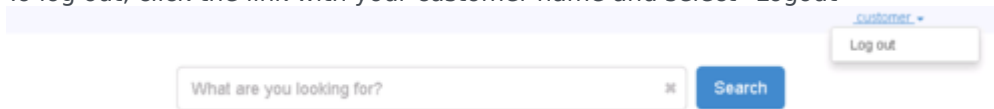
Important

This is not a real site authorization, as Knowledge Center server will only use an email as a *customerId* to identify sessions in History records.

A login form titled "Log in" with three input fields: "Email address" (with an @ icon), "Full name" (with a person icon), and "Password" (with a lock icon). At the bottom right are "Cancel" and "Confirm" buttons.

Sample UI Login

- To log out, click the link with your customer name and select "Logout"

A user interface showing a search bar with the placeholder text "What are you looking for?" and a blue "Search" button. Above the search bar, a dropdown menu is open, showing the text "customer" and a "Log out" option.

Sample UI Logout

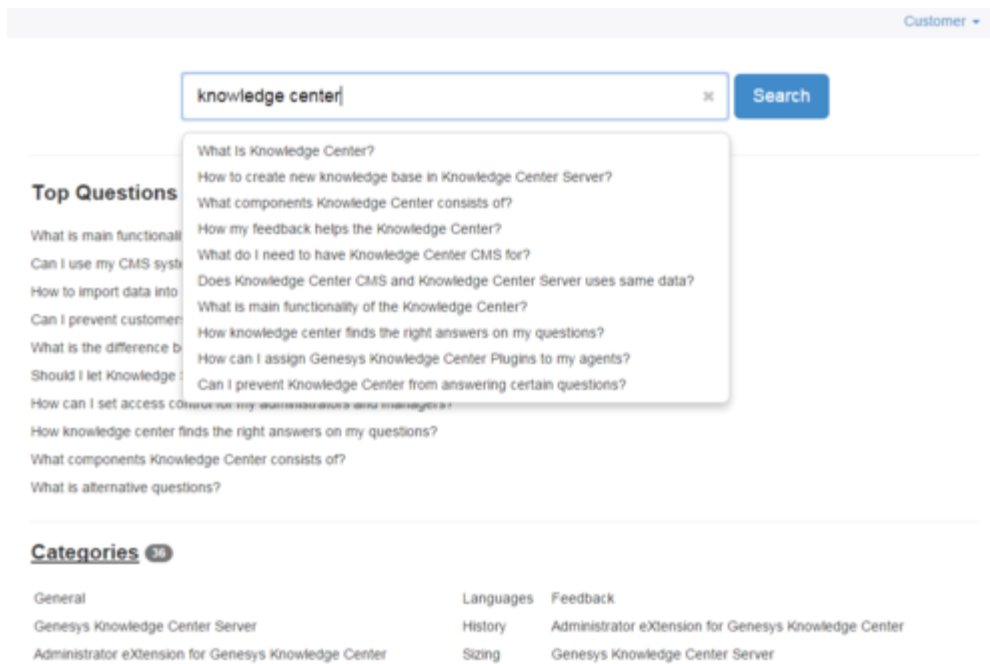
Searching

Search for any QNA document using the search bar.

Conduct a search

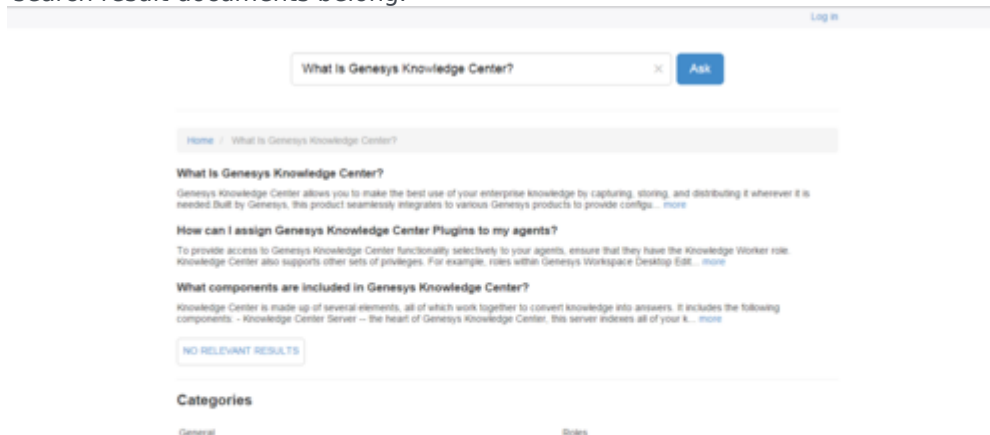
Start

1. Enter a question in the search bar and **Search** or press **Enter**.



Sample UI Search

2. Review search results. You can use the **No relevant result** button to let Knowledge Center know that your search was unsuccessful. At the bottom of the page, there is a list of categories to which your search result documents belong.



Sample UI Search Results

End

Open and Review a Document

Important

Documents can be in plain text or rich text

[Log in](#)

[Home](#) / [What is Knowledge?](#)

What is Knowledge?

Theories of knowledge

See also: [Epistemology](#)

“The eventual demarcation of philosophy from science was made possible by the notion that philosophy's core was ‘theory of knowledge,’ a theory distinct from the sciences because it was their foundation... Without this idea of a ‘theory of knowledge,’ it is hard to imagine what ‘philosophy’ could have been in the age of modern science. — Richard Rorty, *Philosophy and the Mirror of Nature*”

The definition of knowledge is a matter of ongoing debate among philosophers in the field of epistemology. The classical definition, described but not ultimately endorsed by Plato, specifies that a statement must meet three criteria in order to be considered knowledge: it must be justified, true, and believed. Some claim that these conditions are not sufficient, as Gettier case examples allegedly demonstrate. There are a number of alternatives proposed, including Robert Nozick's arguments for a requirement that knowledge ‘tracks the truth’ and Simon Blackburn's additional requirement that we do not want to say that those who meet any of these conditions ‘through a defect, flaw, or failure’ have knowledge. Richard Kirkham suggests that our definition of knowledge requires that the evidence for the belief necessitates its truth.

In contrast to this approach, Ludwig Wittgenstein observed, following Moore's paradox, that one can say “He believes it, but it isn't so,” but not “He knows it, but it isn't so.” He goes on to argue that these do not correspond to distinct mental states, but rather to distinct ways of talking about conviction. What is different here is not the mental state of the speaker, but the activity in which they are engaged.

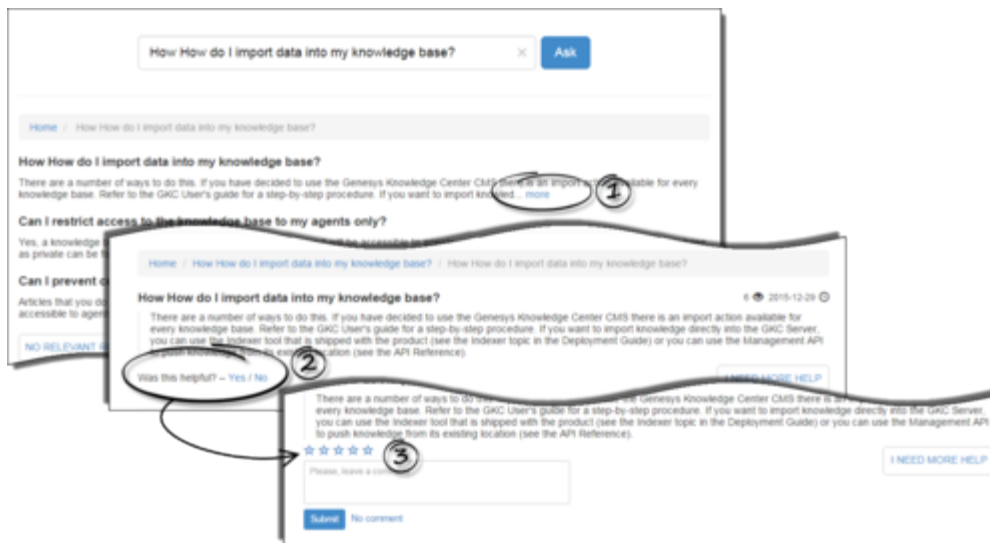
Scientific knowledge

The development of the scientific method has made a significant contribution to how knowledge of the physical world and its phenomena is acquired. To be termed scientific, a method of inquiry must be based on gathering observable and measurable evidence subject to specific principles of reasoning and experimentation. The scientific method consists of the collection of data through observation and experimentation, and the formulation and testing of hypotheses. Science, and the nature of scientific knowledge have also become the subject of Philosophy. As science itself has developed, knowledge has developed a broader usage which has been developing within biology/psychology—discussed elsewhere as meta-epistemology, or genetic epistemology, and to some extent related to ‘theory of cognitive development’.

Other biological domains where “knowledge” might be said to reside include: (iii) the immune system; and (iv) in the DNA of the genetic code.

Example of Rich Text

- To expand the document, click the **more** link.
- Send feedback about the relevance of a search, using the **Yes/No** link to Like or Dislike the quality of the search. If you like or dislike an answer, you are asked to provide a star-rating and a comment (optional) to improve the Knowledge article.



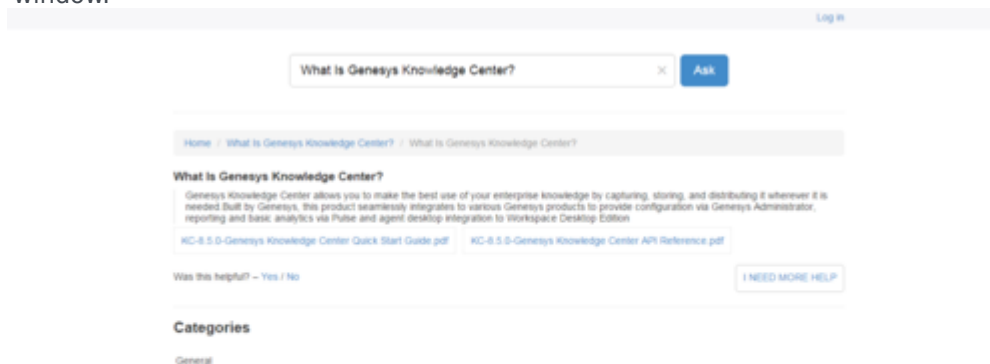
Negative Feedback Comment Field

- Click the **I need more help** button to send a request for proactive help from Genesys Web Engagement.

Important

This feature has been created only for use in conjunction with Genesys Web Engagement. No real message will be sent without integrating your Knowledge Center installation with GWE.

- Click attachment names to open any attachments in the document. Attachments will open in a new window.



Opening Attachments

Browsing

To browse Categories click the "Categories" link from main page.

Customer ▾

What are you looking for?

Top Questions
What is main functionality of the Knowledge Center?
Can I use my CMS system instead on the Knowledge Center CMS?
How to import data into my knowledge base?
Can I prevent customers from seeing certain knowledge articles?
What is the difference between Knowledge Cluster and Knowledge base?
Should I let Knowledge Server know whether a user viewed only 1 or 5 answers provided?
How can I set access control for my administrators and managers?
How knowledge center finds the right answers on my questions?
What components Knowledge Center consists of?
What is alternative questions?

Categories

General	Languages	Feedback
Genesys Knowledge Center Server	History	Administrator eXtension for Genesys Knowledge Center
Administrator eXtension for Genesys Knowledge Center	Sizing	Genesys Knowledge Center Server

Sample UI Main Questions

Log in

What are you looking for?

Home / Categories

Categories

Feedback	Administrator eXtension for Genesys Knowledge Center	Genesys Web Engagement
Genesys Knowledge Center Pulse Plugin	History	Configuration
Sizing	Archiving	General
Genesys Knowledge Center Server	Languages	Roles
Genesys Knowledge Center CMS	Integration	Genesys Knowledge Center Workspace Plugin

Sample UI Categories

Customer ▾

[Home](#) / Administrator eXtension for Genesys Knowledge Center

What do I need Administrator plugin for?

Knowledge Center Administrator plugin allows to create knowledge bases in knowledge cluster. Please refer to the User's Guide to get more information on the tasks that can be executed in plugin and particular steps of the execution. [more](#)

How to create new knowledge base in Knowledge Center Server?

New knowledge base could be created using Genesys Knowledge Center Plugin for Administrator inside Genesys Administrator Extension application. User Guide will provide you detailed instruction on how to use it. [more](#)

Can I restrict the access to the knowledge base for my agents only?

Yes, knowledge base can be declared as the private and will be accessible to the agent only. Information on how to declare knowledge base to be private can be found in Knowledge Center Administrator Plugin User's Guide. [more](#)

Categories

Genesys Knowledge Center Server	General	General
Genesys Knowledge Center Server		