

GENESYS

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Genesys Knowledge Center Deployment Guide

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Tip

The latest version of our documentation (titled "Current") relates to release 9.0.x.

What is Genesys Knowledge Center

Provides an overview of the Knowledge Center functionality and architecture:

What is Genesys Knowledge Center

Genesys Knowledge Center Components

High-level architecture

Terminology

Installation and Deployment

Step-by-step guide of Knowledge Center service deployment (see main page for full list):

Before You Begin

Configuring the Knowledge Center Cluster Application

Installing the Server

Installing the CMS

Planning your Deployment

Describes major considerations while planning a deployment of your Knowledge Center cluster:

Prerequisites

Sizing Information

Hardware Recommendations

Coffware Configuration

Post Installation and Deployment

Describes tuning options and additional functionalities to tune the Knowledge Center to your business needs:

Access Permissions

Configuration Options

Load Balancing Configuration

Security

Translation Service

Knowledge Center in Production

Tips & tricks on operating your Knowledge Center cluster in production:

Monitoring Knowledge Center

Sample UI

Importing Data into the Knowledge Center Server