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Genesys Knowledge Center User's Guide

Knowledge Center Plugin for Workspace Desktop Edition

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Knowledge Center Plugin for Workspace Desktop Edition

The Knowledge Center Plugin for Workspace Desktop Edition allows you to browse or search corporate knowledge bases while handling a customer's interaction.

There two ways to access the knowledge:

- by selecting the **Knowledge tab**
- by selecting the **options button**

The way to share knowledge will depend on the particular media that you are using to communicate with your customer.

Below you'll find information regarding integrating Knowledge Center with Workspace Desktop Edition.

Important

To work with Knowledge Center plugin you must have **Knowledge.Worker** privileges.

Overview

The Knowledge Center Plugin for Workspace Desktop Edition enables you to perform a number of tasks. Use the following guide to help you get the most out of your Knowledge Base:

1. Before you begin

- **Select a Language**
- **Select a Knowledge Base**
- **Select a Channel**

2. Getting started

- **View recent customer questions**
- **Search for Answers in a Knowledge Base**
- **View attachments**
- **Copy Found Answers to a Reply**

- Suggest answers for missing questions in knowledge base
- Provide feedback on an answer

3. **Advanced features**

- *Statistics:*
 - Review document data
- *Browsing:*
 - Browse the Knowledge Base using Categories
 - Browse a customer's search history
- *Favorites:*
 - Browse Favorites
 - Add and remove Favorites
 - Browse Favorites by category
- *My Documents:*
 - Browse My Documents
 - Pending status
 - Accepted status
 - Rejected status

4. **Interaction-less Knowledge**

- Getting started
- Knowledge Window differences