GENESYS™

Genesys Knowledge Center Deployment Guide

Installation and Deployment

12/15/2025

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Task Summary: Genesys Knowledge Center

The following table outlines the task flow for installing Genesys Knowledge Center.

Objective	Actions
1. Prepare your environment	1. Configure Languages 2. Setup RDBMS for CMS 3. Setup Elasticsearch cluster
2. Configure the Knowledge Center Cluster Application	1. Import the Knowledge Center Cluster Application Template 2. Create the Cluster Applications 3. Configure the Cluster Application
3. Install the Knowledge Center Server	1. Import the Knowledge Center Server Application Template 2. Create the Server Applications 3. Configure the Knowledge Center Server Application 4. Install Knowledge Center Server

4. Install the Knowledge Center CMS	1. Install the CMS
	2. Configure Data Source (based on the selected provider):
	  • (if using Microsoft Server as persistent storage), Configure the CMS to work with Microsoft SQL Server
	  • (if using Oracle as persistent storage), Configure the CMS to work with Oracle
	  • (if using PostgreSQL as persistent storage), Configure the CMS to work with PostgreSQL
	3. Configure the CMS
	4. Manage the Knowledge Base using CMS

Objective	Actions
5. Install the Workspace Desktop Edition Plugin	1. Install the Plugin for Workspace Desktop Edition 2. Configure the WDE Application to work with the WDE Plugin
6. Configure agent accounts	1. Grant access permission to content authors 2. Provide Knowledge Center Server Access to Agents 3. Provide Knowledge Center Workspace Desktop Edition Plugin Access to Agents
7. Configure Reporting	1. Enable and configure reporting within your Knowledge Center deployment