



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Knowledge Center Deployment Guide

Terminology

12/18/2025

# 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.