



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 User's Guide

Using the Knowledge Tab

12/15/2025

Using the Knowledge Tab

The Knowledge tab provides an easy way to share knowledge with your customer while working your interaction.

Important

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

See the following sections for more information on using the Knowledge tab:

- [Before you begin](#)
- [Getting started](#)
- [Advanced features](#)