Overview:
In Genesys Knowledge Center 8.5 Administration, students learn the architecture of Genesys Knowledge Center along with key concepts and skills needed to configure, install, support, and test its implementation.

Availability:

<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
<th>Self Study</th>
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</thead>
<tbody>
<tr>
<td>Duration</td>
<td>1 Day(s)</td>
<td>1 Day(s)</td>
<td>30 Days Access</td>
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<tr>
<td>Pricing</td>
<td>8 TUs</td>
<td>8 TUs</td>
<td>7 TUs</td>
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Course Objectives:
- Describe Genesys Knowledge Center Components and their Functions
- Setup Genesys Knowledge Center Server Components
- Setup Knowledge Bases
- Setup the Genesys Administrator Extension (GAX) and Workspace Knowledge Center Plug-ins

Target Audience:
Genesys Knowledge Center 8.5 Administration is intended for anyone in a technical role involved in the setup, maintenance, support, or IT management of Genesys Knowledge Center. It includes roles such as system administrator, consultant, and developer.

Software Version:
This course uses Genesys Knowledge Center 8.5.3.

Course Prerequisites:
- Genesys Framework, Routing, and Reporting Administration 8.5 (FRR85-ADM)

Course Outline:
1 - Introduction to Genesys Knowledge Center
   - Describe Genesys Knowledge Center (GKC)
   - Explain a Sample Scenario

2 - Knowledge Center Architecture
   - Describe Documentation
   - Describe Knowledge Center Components and their Functionality
   - Import Knowledge Center Templates
   - Setup Knowledge Center Role Privileges
   - Configure Languages
3 - Set Up Knowledge Center Server
   • Configure Knowledge Center Cluster
   • Configure/Install Knowledge Center Server
   • Install GKC Plugin for GAX

4 - Set Up Knowledge Base Using GAX and Indexer
   • Create Knowledge Base Using GAX Plugin
   • Use Indexer to Import Data

5 - Set Up Knowledge Center CMS
   • Set Up Cassandra for CMS
   • Configure Cassandra Resource Access Point
   • Configure/Install Knowledge Center CMS

6 - Set Up Knowledge Base Using CMS
   • Create Knowledge Base Using CMS
   • Work with Knowledge Base Configuration
   • Import Data Using CMS
   • Work with Data
   • Approve and Publish Data

7 - Set Up Access to Data
   • Set Up Pulse Plugin
   • Set Up Workspace Plugin
   • Use Knowledge Center Widget