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Widgets Reference

API Commands

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API Commands

Once you've registered your own plugin on the bus, you can call commands on other registered plugins. Below we'll quickly register a new plugin on the bus using the global bus object.

Important

The global bus object is a debug tool. When implementing Widgets on your own site, do not use the global bus object to register your custom plugins. Instead, see [Widgets Extensions](#) for more information about extending Genesys Widgets.

```
var oMyPlugin = window._genesys.widgets.bus.registerPlugin('MyPlugin');  
oMyPlugin.command('KnowledgeCenterService.search');
```

configure

Internal use only. The main App plugin shares configuration settings to widgets using each widget's configure command. The configure command can only be called once at startup. Calling configure again after startup may result in unpredictable behavior.

Example

```
oMyPlugin.command('KnowledgeCenterService.configure', {  
    host: 'http://localhost:8080/foo/bar',  
    knowledgebases: [ 1, 2, 3, 4, 5 ],  
    lang: 'eng'  
}).done(function(e){  
    // KnowledgeCenterService configured successfully  
}).fail(function(e){  
    // KnowledgeCenterService failed to configure  
});
```

Options

Option	Type	Description
host	string	Knowledge Center Server API URL
knowledgebases	object	Array of knowledge base IDs for all further requests
lang	string	Default language for all further requests
media	string	Media that content needs to be searched for
apiClientId	string	Default Client ID of application using knowledge
apiClientMediaType	string	Default Media knowledge is used on
apiVersion	string	Knowledge Center Server API Version. 'v2' for 9.0 Knowledge Center, 'v1' for 8.5 Knowledge Center.

Resolutions

Status	When	Returns
resolved	When configuration options are provided and set	n/a
rejected	When no configuration options are provided	'Invalid configuration'

getTrending

Fetch trending documents

Example

```
oMyPlugin.command('KnowledgeCenterService.getTrending', {size: 25}).done(function(e){  
    // KnowledgeCenterService got trending documents successfully  
    // e == Object with trending categories and documents  
}).fail(function(e){  
    // KnowledgeCenterService failed to get trending documents  
});
```

Options

Option	Type	Description
size	number	Maximum number of returned items

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	Object with trending categories
rejected	When KC Server returns error	'KC Server error'

search

Search documents relevant to query

Example

```
oMyPlugin.command('KnowledgeCenterService.search', {
  query: 'topic',
  size: 10,
  categories: [ 1, 2, 3, 4, 5 ]
}).done(function(e){
  // KnowledgeCenterService search executed successfully
  // e == Object with search results
}).fail(function(e){
  // KnowledgeCenterService failed to execute search
});
```

Options

Option	Type	Description
query	string	Search query
size	number	Maximum number of returned

Option	Type	Description
		items
categories	object	Array of Category IDs for additional filter
knowledgebases	object	Array of knowledge base IDs for all further requests. Overwrites knowledgeCenterServer widget settings
lang	string	Default language for all further requests. Overwrites knowledgeCenterServer widget settings
media	string	Media that content needs to be searched for. Overwrites knowledgeCenterServer widget settings

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

getSuggestions

Search suggestions for autocomplete functionality

Example

```
oMyPlugin.command('KnowledgeCenterService.getSuggestions', {
    query: 'topic',
    size: 10,
    categories: [ 1, 2, 3, 4, 5 ]
}).done(function(e){
    // KnowledgeCenterService got suggested documents successfully
    // e == Object with suggestions
}).fail(function(e){
    // KnowledgeCenterService failed to get suggested documents
});
```

Options

Option	Type	Description
query	string	Search query
size	number	Maximum number of returned items
categories	object	Array of Categories ID for additional filter

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

getCategories

Get list of categories

Example

```
oMyPlugin.command('KnowledgeCenterService.getCategories').done(function(e){  
    // KnowledgeCenterService got categories successfully  
    // e == Object with categories  
}).fail(function(e){  
    // KnowledgeCenterService failed to get categories  
});
```

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	Object containing categories
rejected	When KC Server returns error	'KC Server error'

getFullContent

Get full document content

Example

```
oMyPlugin.command('KnowledgeCenterService.getFullContent', {
    docId: '12345',
    kbId: '1'
}).done(function(e){
    // KnowledgeCenterService got full content successfully
    // e == Object with content of a document
}).fail(function(e){
    // KnowledgeCenterService failed to get full content
});
```

Options

Option	Type	Description
docId	string	Document ID
kbId	string	Knowledge base ID where the document is located
lang	string	Default language for all further requests

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

visit

Mark a document as opened

Example

```
oMyPlugin.command('KnowledgeCenterService.visit', {
    docId: '12345',
    kbId: '1'
}).done(function(e){
    // KnowledgeCenterService marked as visited successfully
}).fail(function(e){
    // KnowledgeCenterService failed to mark as visited
});
```

Options

Option	Type	Description
docId	string	Document ID
kbId	string	Knowledge base ID where the document is located
query	string	Used query for prior search
categories	object	Used categories filter for prior search

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

vote

Provide relevancy feedback (relevant/irrelevant)

Example

```
oMyPlugin.command('KnowledgeCenterService.vote', {
    docId: '12345',
    kbId: '1',
```

API Commands

```
        query: 'search',
        relevant: 'true'
    }).done(function(e){
        // KnowledgeCenterService voted successfully
    }).fail(function(e){
        // KnowledgeCenterService failed to vote
    });
```

Options

Option	Type	Description
docId	string	Document ID
kbId	string	Knowledge base ID where the document is located
query	string	Used query for prior search
categories	object	Used categories filter for prior search
relevant	boolean	Whether the document was relevant

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

unanswered

Mark search result as the one that does not contain relevant documents

Example

```
oMyPlugin.command('KnowledgeCenterService.unanswered', {
    kbId: '12345',
    query: 'text'
}).done(function(e){
```

```
        // KnowledgeCenterService marked search result as irrelevant successfully
    }).fail(function(e){
        // KnowledgeCenterService failed mark search result as irrelevant
    });
```

Options

Option	Type	Description
kbld	string	Knowledge base ID where search were executed
query	string	Used query
categories	object	Used categories filter

Resolutions

Status	When	Returns
resolved	When KC Server returns appropriate response	n/a
rejected	When KC Server returns error	'KC Server error'

sessionInfo

Retrieves parameters of the current knowledge session

Example

```
oMyPlugin.command('KnowledgeCenterService.sessionInfo').done(function(e){
    // KnowledgeCenterService got session info successfully
    // e == {sessionId: "<sessionId>", language: "<languageCode>", media: "<mediaType>"}
}).fail(function(e){
    // KnowledgeCenterService failed to get session info
});
```

Resolutions

Status	When	Returns
resolved	When there is existing knowledge session	{sessionId: "<sessionId>", language: "<languageCode>", media: "<mediaType>"}
rejected	When knowledge session is not established yet	'Knowledge center session is not started yet'