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Web Services and Applications Configuration Guide

Knowledge Center

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Knowledge Center

Contents

- **1 Knowledge Center**
 - 1.1 knowledge-center.auth-active
 - 1.2 knowledge-center.auth-user
 - 1.3 knowledge-center.auth-password
 - 1.4 knowledge-center.customerId
 - 1.5 knowledge-center.kbId
 - 1.6 knowledge-center.question
 - 1.7 knowledge-center.sessionId
 - 1.8 knowledge-center.url
 - 1.9 privilege.knowledge-center.can-author
 - 1.10 privilege.knowledge-center.can-use
 - 1.11 knowledge-center.can-upvote-on-copycontent

Workspace Web Edition provides the following options for managing Knowledge Center:

knowledge-center.auth-active

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Specifies whether a basic HTTP authentication scheme is used to provide secure browser history requests to the Knowledge Center Server.

knowledge-center.auth-user

- Default Value: none
- Valid Values: Valid user ID
- Changes take effect: When the session is started or restarted.
- Description: Specifies the user ID used to authenticate browser history requests to the Knowledge Center Server.

knowledge-center.auth-password

- Default Value: none
- Valid Values: Valid password
- Changes take effect: When the session is started or restarted.
- Description: Specifies the password used to authenticate browser history requests to the Knowledge Center Server.

knowledge-center.customerId

- Default Value: none
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the contact attribute that is used to match with a customerId.

knowledge-center.kbId

- Default Value: none
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the key that stores the knowledge base Id in the attached interaction data that this interaction is related to.

knowledge-center.question

- Default Value: none
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the name of the key that stores the last question a customer asked the knowledge system. The attached interaction data includes this key.

knowledge-center.sessionId

- Default Value: none
- Valid Values: Letters A to Z and a to z. Numbers 0 through 9. The underscore and space characters.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the key name that stores the knowledge session Id in the attached data of the interaction.

knowledge-center.url

- Default Value: none
- Valid Values: Valid HTTP URL
- Changes take effect: When the session is started or restarted.
- Description: URL of the Knowledge Center cluster. For example, `http://host:port/gks-server/v1`. Typically, this is the load balancer's URL.

privilege.knowledge-center.can-author

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables an agent to suggest new content to knowledge bases.

privilege.knowledge-center.can-use

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Permission to use the Knowledge center. The plugin only loads if the value of this option is set to true.

knowledge-center.can-upvote-on-copycontent

- Default Value: true

- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables or disables to vote automatic positive feedback after clicking the copy content button.