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# Genesys Knowledge Center API Reference

Knowledge Base Operations

# Knowledge Base Operations

The Knowledge Base Operations API lets you explore how many categories your knowledge bases contain, what the categories are, and what specific articles are contained in a knowledge base.

## Authorization

The operations carried out by the Knowledge Base Operations API can be accessed by all roles.

## Complex Types

### DocumentEntry Complex Type

Field	Type	Description
id	String	Unique document ID
kbld	String	Knowledge base ID
language	String	Document language
url	String	External URL associated with this document
media	String[]	List of media types associated with this document
tags	String[]	List of tags associated with this document
categories	String[]	List of categories associated with this document
created	Date	Document creation date, represented as a string in the format of "yyyy-MM-dd HH:mm:ss"
modified	Date	Document modification date, represented as a string in the format of "yyyy-MM-dd HH:mm:ss"
customFields	Map<String, Object>	Set of custom field values
question	String	FAQ question
answer	String	FAQ answer

### ScoredDocumentEntry Complex Type

Field	Type	Description
All the fields of <a href="#">DocumentEntry</a>		
score	Float	Relevancy score of document against particular search request obtained by core functionality

## ConfidentDocumentEntry Complex Type

Field	Type	Description
All the fields of <a href="#">ScoredDocumentEntry</a>		
confidence	Float	Confidence level of content against particular query

## Pagination Complex Type

Field	Type	Description
from	int	Page offset
size	int	Page size

## CategoryFacetItem

Field	Type	Description
id	String	Category Identifier
count	int	Count of categories with this id in obtained document selection

## Retrieve a List of Supported Knowledge Bases

<b>Description</b>	Retrieves a list of supported knowledge bases that the user or agent identified by the http header of gkc_agentId may access.				
<b>URL</b>	/kbs/				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	None				
<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Req?</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_all"	Language. Use _all for retrieving meta information about all knowledge bases, independently of supported language. Specify particular language for retrieving meta information of knowledge bases that support this language.
	sessionId	String	No	—	Session ID
<b>Request</b>	Empty				

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Response	Field	Type	Description
	knowledgebases	KnowledgeBaseMeta	List of knowledge bases

## Retrieve Knowledge Base Information

<b>Description</b>	Retrieves information about a specific knowledge base (including supported languages)				
<b>URL</b>	/kbs/{kbld}				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledge base ID		
<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Req?</b>	<b>Default</b>	<b>Description</b>
	sessionId	String	No		Session ID
<b>Request</b>	Empty				
<b>Response</b>	KnowledgeBaseMeta				

## Get Knowledge Base Document Categories

### Category Complex Type

Field	Type	Description
id	String	Unique category ID
name	String	Category name

## Get Knowledge Base Document Categories

<b>Description</b>	Returns a list of categories
<b>URL</b>	/kbs/{kbld}/categories
<b>Method</b>	GET

<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledge base ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Req?</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language
	sessionId	String	No		Session ID
<b>Request</b>	Empty				
<b>Response</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	categories	Category	List of categories for a given knowledge base		

## Get Knowledge Base Documents Associated With A Given Category

<b>Description</b>	Returns all document previews for the specified category			
<b>URL</b>	/kbs/{kbld}/{catld}/documents			
<b>Method</b>	GET			
<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	Any			
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>	
	{kbld}	String	Knowledge base ID	
	{catld}	String	Specific category ID. Use _all for retrieving all documents, independently of category. Specify particular category ID for retrieving documents from this category.	

<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	from	int	No	0	Start position for pagination, default=0
	size	int	No	0	Size of page for pagination, default=0. 0 means that you are about to retrieve all documents, related to given category.
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Session ID
<b>Request</b>	Empty				
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>		
	count	int	Total count of documents in selection (pagination-independent)		
	page	Pagination	Pagination information		
	documents	DocumentEntry	Resulting selection of document		
	categories	CategoryFacetItem	Facet selection of categories, related to selected document set		

## Get Top X Trending Documents

<b>Description</b>	Returns the top X trending documents				
<b>URL</b>	/kbs/{kbld}/top				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledge base ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language
	size	Integer	No		Size of selection to retrieve
	sessionId	String	No		Session id
<b>Request</b>	Empty				

	Field	Type	Description
<b>Response</b>	count	int	Total count of documents in selection (pagination-independent)
	documents	DocumentEntry	Resulting selection in document
	categories	CategoryFacetItem	Facet selection of categories, related to selected document set

## Get Full Contents Of Document

### DocumentContentEntry Complex Type

Field	Type	Description
All the fields of DocumentEntry		
answerContentType	String	Content type for rich rendering content of answer from field answerContent
answerContent	String	May contain content of answer in rich markup format, for instance in form of "text/html"
attachments	String []	List of urls of attachments that are related to this document.

### Get full contents of the specified document

<b>Description</b>	Returns the full content of the specified document				
<b>URL</b>	/kbs/{kbId}/documents/{docId}				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Unique document ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language ID
	sessionId	String	No		Session ID

<b>Request</b>	Empty
<b>Response</b>	<code>DocumentEntry</code>