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# Genesys Knowledge Center Developer's Guide

Improving Contact Us Form

5/3/2025

# Improving Contact Us Form

### Overview

You can utilize Knowledge Center capabilities to assist customers as they fill out forms on your corporate web site (for example, when providing feedback). This integration provides suggested answers to a customer's query by utilizing the **Category** selections, and keywords used in the **Subject** line. This simple guide will show you how Knowledge Center can be easily integrated into a Webform.

## Webform integration

#### Before integration

Integrate the knowledge with a simple feedback form:

```
HTML
<div class="container">
    <div class="main">
        <div>
            <label>
                Category <br>
                <select class="categories"></select>
            </label>
        </div>
        <br>
        <div>
            <label>
                Subject <br>
                <input autocomplete="off" class="search" placeholder="What is knowledge</pre>
Center?" type="text">
            </label>
        </div>
    </div>
   <!-- MAIN DIV -->
    <div class="gkc-webform"></div>
</div>
```

```
Java Script
$(document).ready(function () {
      webform.init({
            host: 'http://%your_server_host%/gks-server/v1',
            categories: {
                  'Finance':
                                                          'knowledgefaq',
                  'Account':
                                                          'knowledgefaq',
                  'Signing in':
                                                          'knowledgefaq'
                  'Buying':
                                                          'knowledgefag'
                  'Shipping & tracking':
                                                          'knowledgefaq
                  'Booking trips ':
                                                          'knowledgefaq'
                                                          'knowledgefaq',
                  'Gifts ':
                  'Mobile ':
                                                          'knowledgefaq',
                                                          'knowledgefaq',
                  'Email subscriptions ':
                  'Restaurant reservations ': 'knowledgefag
            }
      });
      webform.markKbsDropdownWithMap('.gkc-kbs');
      webform.markSearchInput('.gk-search');
})
      Genesys Webform - Mozilla Firefox
 Genesys Webform
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Category
                                                     · What is Genesys Knowledge Center?
Finance
                                                     Genesys Knowledge Center allows you to make the best use of
Subject
                                                     your enterprise knowledge by capturing, storing, and
                                                     distributing it wherever it is needed.Built by Genesys, this
center
                                                     product seamlessly integrates to various Genesys products to
provide configuration via Genesys Administrator, reporting and
                                                     basic analytics via Pulse and agent desktop integration to
                                                     Workspace Desktop Edition
                                                      Do the Knowledge Center CMS and the Knowledge Center
                                                     Server use the same data?
                                                      Why do I need the Genesys Knowledge Center CMS?
                                                     Do any of these address you question? Yes / No
```

Example of simple integration.

#### Integration steps

- Add all files (1 .css and 1 .js) from folder <knowledge\_center\_server\_root>\server\tools\webform
  to site context. Core .js file applies only to rendering results ("Suggestions" window in the above
  figure).
- 2. Configure added script through **window.webform** variable:
  - Use webform.init() method to pass general options
  - Use webform.markKbsDropdownWithMap() to mark a specific <select> tag as a Categories

selector.

 Use webform.markSearchInput() to mark a specific <input> tag as to which Knowledge Center is performing the search.

#### Important

Examples of integrations can be found in <knowledge\_center\_server\_root>/server/ tools/webform/example folder.

#### After integration

As the result of this integration you now have a feedback form that pro-actively looks up the knowledge related to a customer inquiry and displays possible suggestions to the customer.

#### Important

WebForm can also contain a more complex demo based on Semantic-UI CSSframework. See a complex integration at <knowledge\_center\_server\_root>/server/ tools/example/complex.html

gentions  • What is Genesys Knowledge Center? Genesys Knowledge Center allows you to make the set use of your enterprise knowledge by capturing.
<ul> <li>What Is Genesys Knowledge Center?</li> <li>Genesys Knowledge Center allows you to make the set use of your enterprise knowledge by capturing.</li> </ul>
toring, and instructing it wherever it is needed.uture of Genery, this product semilessly integrates to arious Generys products to provide configuration ia Generys Administrator, reporting and basic matylics via Pulse and agent deikkop integration to Vorkspace Desktop Edition > Do the Knowledge Center CMS and the inowledge Center Server use the same data? > Why do I need the Generys Knowledge Center CMS? Do any of these address you question? Yes / No

Knowledge suggestions displayed

## WebForm Widget API

Use the following information to integrate the WebForm Widget API on your html page.

webform.initialize(options)	Example
<ul> <li>Description: Configure the WebForm widget.</li> <li>options Type: PlainObject A set of key/value pairs that configure the Agent.</li> <li>host Type: string A network host where Knowledge API is stored.</li> <li>categories Type: PlainObject A map of the predefined labels of categories. Keys are a labels and values are knowledgebase IDs.</li> </ul>	<pre>webform.init({     host: 'http://192.168.66.176:9095/gks- server/v1',     categories: {         'Finance': 'financefaq',         'Account': 'accounting',         'Signing in': 'webfaq',         'Gifts ': 'knowledgefaq',         'Mobile ': 'mobilefaq',         'Email subscriptions ': 'webfaq' });</pre>
webform.markKbsDropdownWithMap(selector, callback)	Example
<ul> <li>Description: Create widget-dependent dropdown based on passed selector of <select> tag. This method uses categories passed to the .initialize method.</select></li> <li>selector Type: jQuery Selector A string containing a selector expression to match elements against.</li> <li>callback Type: Function() A function to be called after main operations.</li> </ul>	<pre>webform.markKbsDropdownWithMap('.gkc-kbs', function () { \$('.gkc-kbs').dropdown(); });</pre>
webform.markKbsDropdown(selector, callback)	Example
<ul> <li>Description: Create widget-dependent dropdown based on passed selector of <select> tag. This method does not use categories passed to the .initialize method. It will load knowledge bases with labels directly from the Knowledge API.</select></li> <li>selector Type: jQuery Selector A string containing a selector expression to match elements against.</li> <li>callback Type: Function(kbs) A function to be called after main operations.</li> </ul>	<pre>webform.markKbsDropdown('.gkc-kbs', function () { \$('.gkc-kbs').dropdown(); });</pre>

webform.markSearchInput(selector)	Example
<ul> <li>Description: Create widget-dependent search input based on passed selector of <input/> tag.</li> <li>selector Type: jQuery Selector A string containing a selector expression to match elements against.</li> </ul>	webform.markSearchInput('.gk-search');
webform.getKbs(callback)	Example
<ul> <li>Description: Retrieves knowledge bases from the Knowledge API.</li> <li>callback Type: Function(kbs) A function to be called after knowledge bases have been loaded.</li> </ul>	<pre>webform.getKbs(function (kb) {     console.log(kb) })</pre>
webform.makeSearch(query, callback)	Example
<ul> <li>Description: Searches documents from the Knowledge API based on query.</li> <li>query Type: string User typed query string</li> <li>callback Type: Function(documents) A function to be called after documents have been loaded.</li> </ul>	<pre>webform.makeSearch('What is Knowledge Center?', function (documents) { console.log(documents) })</pre>