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Genesys Knowledge Center API Reference

Management API

Management API

Management REST API Overview

This API enables external systems to manage the content of knowledge bases stored in the index of Genesys Knowledge Server.

Authorization

You must have author privileges to access the Management API. This can be configured in the Knowledge Center Administrator plugin.

Overview of Management API Requests

Method	URL	Description
POST	/management/kbs/{kbId}/langs/{lang}/docs	Create or update Knowledge documents for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/docs	Remove knowledge documents for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	For the specified knowledge document, get a set of alternative questions for a specific language in a specific knowledge base
POST	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	For the specified knowledge document, add a set of alternative questions for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	Remove the specified alternative questions from a knowledge document for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/feedbacks	Gather feedback on the specified knowledge document for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/reports/unanswered	Gather unanswered questions for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/reports/unanswered	Mark unanswered questions as processed for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/purge	Purge the specified knowledge base
DELETE	/management/kbs/purgeAll	Purge an entire knowledge space

Method	URL	Description
Attachments		
GET	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments	Return all attachments related to the specified document
POST	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments	Add a new attachment info to the specified document
POST	/management/kbs/{kbId}/langs/{langId}/docs/{docId}/attachments	Replaces all attachments and content of each attachment for given document
DELETE	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments	Remove an attachment from the specified document

Detailed Description of Management API Requests

Create Or Update Knowledge Documents

Description	Create or update knowledge documents for a specific language in a specific knowledge base				
URL	/management/kbs/{kbld}/langs/{lang}/docs				
Method	POST				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	AUTHOR				
Parameters	Parameter	Type	Required	Default	Description
	{kbld}	String	Yes		Knowledge base ID
	{lang}	String	Yes		Language ID
	isComplete	Boolean	No	False	Is the content that was sent for the current knowledge base in the current language complete? If yes, then Knowledge Center Server completely recreates the current knowledge base
	tenantId	String	Yes		Tenant identifier
	returnCreatedDocuments	Boolean	No	True	Does the response contain all of the content for each document that was created or updated, or just their identifiers
Request Body	Field	Type	Required	Description	
	documents	Collection<KnowledgeDocumentEntry>	Yes	Collection of Knowledge documents. If id of some Knowledge documents in the request body aren't specified or don't exist in the index of Knowledge server, then new Knowledge documents will be created in the index.	

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}.
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	IndexDocumentsStatus	Yes	
Notes	This request allows you to create new knowledge base+language branches in Knowledge Center Server. To create a new knowledge base with a new language, a knowledge document with the IDs of that knowledge base and language should be sent in the request body.			

Index Document Status

Field	Type	Description
created	int	Number of documents that were added to index
updated	int	Number of updated documents
skipped	int	Number of documents that were not created or updated due to issues that occurred during the creation or update process. Extra information about each issue is placed into an indexStatus item, which has a DocumentStatus structure
indexStatus	DocumentStatus[] or ShortDocumentStatus[]	Status of processed (newly-created, updated, or skipped) knowledge documents. If returnCreatedDocuments == true then indexStatus has a type of DocumentStatus[]. Otherwise indexStatus has a type of ShortDocumentStatus[].

Remove Knowledge Documents

Description	Remove knowledge documents for a specific language in a specific knowledge base			
URL	/management/kbs/{kbld}/langs/{lang}/docs			
Method	DELETE			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Required	Description
	documentIds	Collection<String>	Yes	IDs of knowledge documents to be removed
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	DeleteDocumentsStatus	No	Status of the deleted documents

Delete Document Status

Field	Type	Description
deleted	int	Number of documents that were deleted from index
notfound	int	Number of documents that were not found
skipped	int	Number of documents that were not deleted due to issues that occurred during the deletion process. Extra information about each issue is placed into an indexStatus item, which has a DocumentStatus structure
indexStatus	ShortDocumentStatus[]	Status of processed (deleted, not found, or skipped) knowledge documents.

Get Alternative Questions

Description	For the specified knowledge document, get a set of alternative questions for a specific language in a specific knowledge base			
URL	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	CMS			
Parameters	Parameter	Type	Required	Description
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	Collection<String>	No	List of alternative texts for the document

Modify List of Alternative Questions in a Knowledge Document

Description	For the specified knowledge document, add a set of alternative questions for a specific language in a specific knowledge base			
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/alternative			
Method	POST			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Required	Description
	alternativeQuestions	Collection<String>	Yes	List of alternative questions to add to the knowledge document
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

Remove A List of Alternative Questions

Description	Remove the specified alternative questions from a knowledge document for a specific language in a specific knowledge base
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/alternative
Method	DELETE
Request	application/json

Content-Type				
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Required	Description
	alternativeQuestions	Collection<String>	Yes	List of alternative questions to remove from the knowledge document
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

Gather Feedback on a Knowledge Document

Description	Gather feedback on the specified knowledge document for a specific language in a specific knowledge base			
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/feedbacks			
Method	GET			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Use _all for retrieving all feedback, independently of document. Specify particular document ID for retrieving feedback for particular document.
	tenantId	String	Yes	Tenant identifier
	from	int	No	Pagination offset
	size	int	No	Pagination page size, default 10
	startDate	Date	No	Start date of requested period
	endDate	Date	No	End date of

	Parameter	Type	Required	Description
				requested period
	duration	String	No	Period with a duration of {"now" - duration} - "now"
	type	String	No	"LIKE" or "DISLIKE"
	unprocessedOnly	Boolean	No	"true" for retrieving feedback that wasn't marked as being processed by an agent, "false" for retrieving all feedback
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}

	Field	Type	Required	Description
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	FeedbackInfo	No	<pre>FeedbackInfo { count Long // total count of feedback items according to given parameters from Integer // pagination offset items Feedback[] // feedback items itself size Integer // count of items in current page (pagination) }</pre>

Field	Type	Required	Description
			Feedback { id String // feedback item id document PartialDocument // stored in the feedback item essential document data moment String // when this event was registered into history originator String // "AGENT" "CUSTOMER" question String // text of question type String // "POSITIVE" "NEGATIVE" }

Gather Unanswered Questions

Description	Gather unanswered questions for a specific language in a specific knowledge base			
URL	/management/kbs/{kbld}/langs/{lang}/reports/unanswered			
Method	GET			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	tenantId	String	Yes	Tenant identifier
	from	int	No	Pagination offset
	size	int	No	Pagination page size, default 10
	startDate	Date	No	Start date of requested period
	endDate	Date	No	End date of requested period
	duration	String	No	Period with a duration of {"now" - duration} - "now"

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	UnansweredInfo	No	UnansweredInfo { count Long // total count of feedback items according to given parameters from Integer // pagination

Field	Type	Required	Description
			offset items HistoryEntry[] // saved items of history size Integer // count of items in current page (pagination) } HistoryEntry { id String // history item id agentId String customerId String duration Integer // time of api call processing (milliseconds) knowledgebaseId String

Field	Type	Required	Description
			language String
			moment String // the moment of adding this history item (when it occured)
			nodename String // Knowledge Center node name
			originator String // AGENT, CUSTOMER
			processed String // flag of processing this event by agent
			sessionId String // session id
			tenantId String
			visitId

	Field	Type	Required	Description
				String }

Mark Unanswered Questions As Processed

Description	Mark unanswered questions as processed for a specific language in a specific knowledge base			
URL	/management/kbs/{kbld}/langs/{lang}/reports/unanswered			
Method	DELETE			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Required	Description
	historyIds	Collection<String>	Yes	IDs of history items to mark as processed
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

Purge a Specific Knowledge Base

Description	Purge the specified knowledge base
URL	/management/kbs/{kbld}/purge
Method	DELETE
Request Content-Type	—
Response	application/json

Content-Type				
Role	ADMINISTRATOR			
Parameters	Parameter	Type	Required	Description
	{kbId}	String	Yes	ID of knowledge base to be purged
	tenantId	String	Yes	Tenant identifier
Request Body	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

Purge An Entire Knowledge Space

Description	Purge an entire knowledge space			
URL	/management/kbs/purgeAll			
Method	DELETE			
Request Content-Type	—			
Response Content-Type	application/json			
Role	ADMINISTRATOR			
Parameters	Parameter	Type	Required	Description
	{kbId}	String	Yes	ID of knowledge base to be purged
	tenantId	String	Yes	Tenant identifier
Request Body	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND,

	Field	Type	Required	Description
				BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

Get All Attachments

Description	Return all attachments related to the specified document			
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/attachment			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	Attachment	No	List of attachments:

	Field	Type	Required	Description
				See Attachment global type described below

Add Attachment

Description	Add a new attachment into the specified document			
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/attachment			
Method	POST			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Description	
	fileName	String	Original file name	
	url	String	URL of the file	
	content	String	Base64-encoded document content Warning The knowledge server indexes the starting 32K of the extracted text content.	
Response Body	Field	Type	Required	Description
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

	Field	Type	Required	Description
			OK)	
	response	IndexDocumentsState	Yes	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
Notes	Note that the attachment URL serves as a primary key for the attachment. In the context of a particular document, all URLs must be unique. See all supported document formats on the Apache Tika page			

Replace Attachments

Description	Replaces all attachments and content of each attachment, for a given document			
URL	/management/kbs/{kbld}/langs/{langld}/docs/{docld}/attachments			
Method	POST			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	Author			
URL Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	id of knowledge base
	{langld}	String	Yes	language Id
	{docld}	String	Yes	document Id
	tenantId	String	Yes	Tenant identifier
URL Identifiers	—			
Request	Field	Type	Description	
	attachments	Attachment []	List of related to document attachments including content of each attachment	
	The structure of Attachment is:			
	Field	Type	Description	
	fileName	String	Original file name	
url	String	URL to the file		

	Field			Description
	Field	Type	Required	
Response	content	String		Base64-encoded document content Warning The knowledge server indexes the starting 32K of the extracted text content.
	error	Error	Yes (if statusCode <> 200)	Detailed information of the error message. Present only if operation execution was unsuccessful (statusCode <> 200)
	response	IndexDocumentsStatus	Yes	—
	statusCode	int	Yes	—
Notes	The attachment url serves as a primary key for the attachment. In the context of a particular document, all URLs must be unique. See all supported document formats on Apache Tika page.			

Remove Attachments

Description	Remove a list of attachments from the specified document			
URL	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/attachment			
Method	DELETE			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
	tenantId	String	Yes	Tenant identifier
Request Body	Field	Type	Description	
	url	String[]	The list of URLs of attachments to remove from the document	
Response Body	Field	Type	Required	Description
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	IndexDocumentsState	Yes	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}

Complex Types—Requests

KnowledgeDocumentEntry

DocumentEntry complex type

API - oriented Knowledge Document representation

Field	Type	Description
id	String	unique document identifier
url	String	external url, related to this particular document
media	String[]	list of media types, associated with this document
tags	String[]	list of tags, related to document
categories	Category[]	list of id of categories, associated with particular document
customFields	Map<String, Object>	set of custom fields values
<i>Fields of document of QNA knowledge type only</i>		
question	String	QNA question
answer	String	QNA answer
<i>Fields of document of ARTICLE knowledge type only</i>		
title	String	Article title
description	String	Article description
summary	String	Article summary

Category

Field	Type	Required	Description
id	String	No	Category ID
name	String	Yes	Category name

Custom Field

Field	Type	Required	Description
name	String	Yes	Custom field name
value	String	Yes	Custom field value

Feedback

Field	Type	Required	Description
type	String	Yes	Type of feedback: "POSITIVE" or "NEGATIVE"
originator	String	Yes	Role of the person who originated the feedback: "AGENT" or "CUSTOMER"
moment	Date	Yes	The moment when the feedback was registered
question	String	Yes	Question posted by the originator

Complex Types—Responses

Document Status

Field	Type	Required	Description
operationStatus	String	Yes	Status of executed operation: "ADDED", "UPDATED", "DELETED", "ERROR"
document	KnowledgeDocumentEntry	No	ID of resultant knowledge document
errorMessage	String	No	Provided if operationStatus == "ERROR"

ShortDocumentStatus

Field	Type	Required	Description
operationStatus	String	Yes	Status of executed operation: "ADDED", "UPDATED", "DELETED", "ERROR", "NOTFOUND"
document	String	No	ID of resultant FAQ document
errorMessage	String	No	Provided if operationStatus == "ERROR"

RestStatus Global Enum

The **RestStatus** enum provides a status code with the following values:

RestStatus : {

CONTINUE, SWITCHING_PROTOCOLS, OK, CREATED, ACCEPTED, NON_AUTHORITATIVE_INFORMATION, NO_CONTENT, RESET_CONTENT, PARTIAL_CONTENT, MULTI_STATUS, MULTIPLE_CHOICES, MOVED_PERMANENTLY, FOUND, SEE_OTHER, NOT_MODIFIED, USE_PROXY, TEMPORARY_REDIRECT, BAD_REQUEST, UNAUTHORIZED, PAYMENT_REQUIRED, FORBIDDEN, NOT_FOUND, METHOD_NOT_ALLOWED, NOT_ACCEPTABLE, PROXY_AUTHENTICATION, REQUEST_TIMEOUT, CONFLICT, GONE, LENGTH_REQUIRED, PRECONDITION_FAILED, REQUEST_ENTITY_TOO_LARGE, REQUEST_URI_TOO_LONG, UNSUPPORTED_MEDIA_TYPE, REQUESTED_RANGE_NOT_SATISFIED, EXPECTATION_FAILED, UNPROCESSABLE_ENTITY, LOCKED, FAILED_DEPENDENCY,

```
INTERNAL_SERVER_ERROR, NOT_IMPLEMENTED, BAD_GATEWAY, SERVICE_UNAVAILABLE,  
GATEWAY_TIMEOUT, HTTP_VERSION_NOT_SUPPORTED, INSUFFICIENT_STORAGE
```

```
}
```

Attachment Global Type

```
Attachment {  
  file_name : String, // name of attached file  
  url : String,        // url for obtaining attachment content  
  modified : String    // date of last modification of attachment  
                      // in format of "yyyy-MM-dd HH:mm:ss"  
}
```