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Genesys Knowledge Center Deployment Guide

Importing Data into the Knowledge Center Server

Contents

- 1 Importing Data into the Knowledge Center Server
 - 1.1 Indexer Tool
 - 1.2 Knowledge File Structure
 - 1.3 Importing Sample Data

Importing Data into the Knowledge Center Server

Indexer Tool

If you are not going to use a CMS you can use the indexer to import data for use with Genesys Knowledge Center.

The indexer is installed during the installation of Knowledge Center Server. It is located inside your Knowledge Center Server installation folder in the \server\tools\indexer subdirectory. **Command line:**

```
java -jar gks-indexer.jar [parameters]
```

Parameters:

Short Parameter	Qualified Parameter	Mandatory	Example	Description
-u	--user	n/a	--user gkc_super	Name of internal user with authoring permissions
-a	--authorization	n/a	-a user:password	Username and password for basic authorization
-f	--file	Y	--file c:\xml	Path to file or directory with files for importing
-h	--host	Y	--host http://gks/gks-server:8080	target knowledge server url
-o	--overwrite	n/a	-o	For replacing all existing documents with documents from importing file
-tenant	--tenantId	n/a	--tenantId 1	Target tenant identifier
-sbt	--subTenantId	n/a	--subTenantId default	Target subtenant identifier
-sk	--sslKeys	n/a	--sslKeys c:\keys\sslkey	Path to trust store
-sp	--sslPassword	n/a	--sslPassword topsecret	trust store password

Short Parameter	Qualified Parameter	Mandatory	Example	Description
-t	--transformer	n/a	--transformer c:\transformers\ transformer.xml	Path to XSL transformer

Knowledge File Structure

field	type	mandatory	format	description
knowledge	Object	Y	n/a	Container of documents and categories for indexing. There are two mandatory attributes of a node of "knowledge": • kbld - Knowledge base identifier • lang - language identifier • version - version identifier (current: "8.5.304")
knowledge.categories	Array	N	n/a	Knowledge base categories directory
knowledge.categories[0].category	Object	Y	n/a	Knowledge category
knowledge.categories[0].category.id	String	Y	n/a	Category identifier
knowledge.categories[0].category.categoryParentId	String	N	n/a	Parent category identifier. Omit for root categories.
knowledge.categories[0].category.name	String	Y	n/a	Category name
knowledge.documents	Array	N	n/a	Documents for indexing. Omitting of this field means that indexer must not touch already indexed documents at all.
knowledge.documents[0].id	String	N	n/a	Document identifier. Server

field	type	mandatory	format	description
				may generate identifier automatically in case when documents[].id is omitted
knowledge.documents.templateId	String	Y	n/a	Document template identifier
knowledge.documents.validFrom	Date	N	YYYY-MM-DD	Document start date
knowledge.documents.validTo	Date	N	YYYY-MM-DD	Document expiration date
knowledge.documents.relatedMedia	Array	N	n/a	List of media channels that this document is related to.
knowledge.documents.media.media	String	N	n/a	Document media channel value
knowledge.documents.tags	Array	N	n/a	List of tags related to this document
knowledge.documents.tags.tag	String	Y	n/a	Document tag value
knowledge.documents.url	String	N	n/a	Document external url
knowledge.documents.title	String	Y	n/a	Document title
knowledge.documents.title.id	String	Y	n/a	Document title name
knowledge.documents.title.value	String	Y	n/a	Document title value
knowledge.documents.content	Array	Y	n/a	Document content
knowledge.documents.content[].docField	Object	Y	n/a	Document content field
knowledge.documents.content[].docField.name	String	Y	answer, description, body	Document content field name
knowledge.documents.content[].docField.value	String	Y	n/a	Document additional content field value Important For importing Rich Text in HTML format via indexer use <![CDATA[and]]> tags inside <value> field.
knowledge.documents.additional	Array	N	n/a	Document additional content
knowledge.documents.additional[].docField	String	Y	n/a	Document

field	type	mandatory	format	description
				additional content field
knowledge.documents.additional[].docField.id	String	Y	n/a	Document additional content field name
knowledge.documents.additional[].docField.value	String	Y	n/a	Document additional content field value <div> Important For importing Rich Text in HTML format via indexer use <![CDATA[and]]: inside <value> field. </div> </td></tr> <tr> <td>knowledge.documents.alternatives</td><td>Array</td><td>N</td><td>n/a</td><td>Alternative names/questions for the document</td></tr> <tr> <td>knowledge.documents.alternatives[].alternative</td><td>String</td><td>Y</td><td>n/a</td><td>Relevant text item</td></tr> <tr> <td>knowledge.documents.attachments</td><td>Array</td><td>N</td><td>n/a</td><td>Document attachments</td></tr> <tr> <td>knowledge.documents.attachments[].attachment</td><td>String</td><td>Y</td><td>n/a</td><td>Document attachment URL</td></tr> <tr> <td>knowledge.documents.categories</td><td>Array</td><td>N</td><td>n/a</td><td>Document category identifiers</td></tr> <tr> <td>knowledge.documents.categories[].category</td><td>Object</td><td>Y</td><td>n/a</td><td>Document category object</td></tr> <tr> <td>knowledge.documents.categories[].category.id</td><td>String</td><td>Y</td><td>n/a</td><td>Document category identifier</td></tr> <tr> <td>knowledge.documents.customFields</td><td>Array</td><td>N</td><td>n/a</td><td>Document custom attributes</td></tr> <tr> <td>knowledge.documents.customFields[].entry</td><td>Object</td><td>Y</td><td>n/a</td><td>Document custom attribute item</td></tr> <tr> <td>knowledge.documents.customFields[].entry.key</td><td>String</td><td>Y</td><td>n/a</td><td>Document custom attribute name</td></tr> <tr> <td>knowledge.documents.customFields[].entry.value</td><td>String</td><td>Y</td><td>n/a</td><td>Document custom attribute value</td></tr> </table> </div> <div data-bbox="93 750 450 767" data-label="Section-Header"> <h3>Example of content of indexing file (v2)</h3> </div> <div data-bbox="93 936 468 954" data-label="Page-Footer"> <p>Genesys Knowledge Center Deployment Guide</p> </div> <div data-bbox="890 936 910 953" data-label="Page-Footer"> <p>6</p> </div>]]></div>

```
<?xml version="1.0" encoding="UTF-8">
<knowledge kbId="knowledgefaq" lang="en" version="8.5.304">

  <categories>
    <category>
      <id>c1</id>
      <name>category 1</name>
    </category>

    <category>
      <id>c2</id>
      <name>category 2</name>
      <categoryParentId>c1</parentId>
    </category>
  </categories>

  <documents>
    <document>
      <id>doc1</id>
      <templateId>basefaq</templateId>
      <validFrom>2017-02-20</validFrom>
      <validTo>2017-02-21</validTo>
      <media>
        <media>m1</media>
        <media>m2</media>
      </media>
      <tags>
        <tag>t1</tag>
        <tag>t2</tag>
      </tags>
      <url>doc1url</url>

      <title>
        <id>question</id>
        <value>document question</value>
      </title>
      <content>
        <docField>
          <id>answer</id>
          <value>answer body</value>
        </docField>
      </content>
    </document>
  </documents>
</knowledge>
```

```
<alternatives>
  <alternative>document alt1</alternative>
  <alternative>document alt2</alternative>
</alternatives>

<attachments>
  <attachment>a1</attachment>
  <attachment>a2</attachment>
</attachments>

<categories>
  <category><id>c1</id></category>
  <category><id>c2</id></category>
</categories>

<customFields>
  <entry>
    <key>strField</key>
    <value>some string</value>
  </entry>
  <entry>
    <key>numField</key>
    <value>123</value>
  </entry>
</customFields>
</document>

<document>
  <id>doc2</id>
  <templateId>basefaq</templateId>
  <validTo>2017-02-21</validTo>
  <media>
    <media>m1</media>
    <media>m2</media>
  </media>
  <tags>
    <tag>t1</tag>
    <tag>t2</tag>
  </tags>
  <url>doc2url</url>

  <title>
```



```
        <id>question</id>
        <value>document question</value>
    </title>
    <content>
        <docField>
            <id>answer</id>
            <value>faq answer</value>
        </docField>
    </content>
    <alternatives>
        <alternative>document alt1</alternative>
        <alternative>document alt2</alternative>
    </alternatives>

    <attachments>
        <attachment>a1</attachment>
        <attachment>a2</attachment>
    </attachments>

    <categories>
        <category><id>c1</id></category>
        <category><id>c2</id></category>
    </categories>

    <customFields>
        <entry>
            <key>strField</key>
            <value>some string</value>
        </entry>
        <entry>
            <key>numField</key>
            <value>123</value>
        </entry>
    </customFields>
</document>

<document>
    <id>doc3</id>
    <templateId>basearticle</templateId>
    <media>
        <media>m1</media>
    </media>
```

```
<title>
  <id>title</id>
  <value>document title</value>
</title>

<content>
  <docField>
    <id>description</id>
    <value></value>
  </docField>
</content>

<additional>
  <docField>
    <id>summary</id>
    <value>document summary</value>
  </docField>
</additional>

<customFields>
  <entry>
    <key>cfl</key>
  </entry>
</customFields>
</document>
</documents>
</knowledge>
```

Importing Sample Data

In the `./server/tools` directory in the Knowledge Center installation folder, you can find a sample knowledge base along with the indexer tool:

- `knowledgeFAQ.xml` — Sample knowledge base describing some of the questions related to Knowledge Center
- `gks-indexer.jar`—Java-based indexing tool
- `importFAQ.bat`—Simple data import script

Important

Users must have `Knowledge.AUTHOR` privileges in order to use the Administrator plugin.

To import a sample knowledge base you need to:

1. open `importFAQ.bat` file:
 - ensure that `--host` parameter is pointing on one of your Knowledge Center Servers or the load balancer in front of the cluster (recommended)
 - ensure that `--user` parameter is set to valid user with `Knowledge.AUTHOR` privileges (knowledge by default)
2. save changes if any
3. open `knowledgeFAQ.xml`:
 - ensure that `kbId` attribute is set to desired knowledge base you would like to import data to (`knowledgeFAQ` by default)
 - ensure that language is set to properly configured one and added to the knowledge base
4. save changes if any
5. run `importFAQ.bat`