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Genesys Knowledge Center Developer's Guide

Simple Integration for Pre-Production Environment

5/5/2025

Simple Integration for Pre-Production Environment

Overview

This chapter describes the integration steps that allows you to add Knowledge Center functionality to your site without modifying any code. To configure the integration you need to use Proxy shipped with Genesys Web Engagement product.

The GWM Proxy is a development tool that you use to add new functionality to a website without directly modifying that site. Once you have configured this proxy, you can use the Genesys Knowledge Center Sample UI from any of your websites. In a few clicks, without modifying your website, the Knowledge Center Sample UI features shows up on a set of web pages, according to the rules and categories that you created. There are two proxy tools available in the Web Engagement installation, the Simple tool and the Advanced tool. Within this instruction you need to use the Advanced GWM Proxy. For more information regarding proxy please refer to the Genesys Web Engagement documentation.

Important

GWE Proxy provides support for easy integration into existing sites within the preproduction environment. It is not recommended to use it in a production environment. Please use similar tools available on the market.

Configuring the Advanced GWM Proxy

The Advanced GWM Proxy is based on the OWASP Zed Attack Proxy Project (ZAProxy). In addition to acting as a proxy, the Advanced GWM Proxy also provides a UI and validates vulnerabilities in your website at the same time.

Important

The Advanced GWM Proxy requires JDK 1.7 or higher.

Before you start using the Advanced GWM Proxy, you need to carry out a few configuration procedures.

Starting the Proxy

Navigate to your Web Engagement installation directory and launch either *servers\proxy2\zap.bat* (on Windows) or *servers\proxy2\zap.sh* (on Linux).

The proxy starts.

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Stes	Welcome to the OWASP Zed Attack Proxy (ZAP) ZAP is an easy to use integrated penetration testing tool for finding vulnerabilities in web applications.
	Please be aware that you should only attack applications that you have been specifically been given permission to test. To quickly test an application, enter its URL below and press 'Attack'. URL to attack: IRL to attack: Progress: Not started
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The Advanced GWM Proxy

Configuring the Proxy

Important

Below please find an example of integrating the Knowledge Widget via Proxy. The sample source of the widget can be found here: <knowledge_center_server_root>\server\tools\integrations\knowledgewidget

Once the proxy is running, you can configure it using the GUI.

Start

1. Open **Tools > Filter...**.

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Select the Filter menu item.

2. In the list of filters, select **Replace HTTP response body using multiple patterns** and click ... to edit the filter.

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List of Proxy Filters

Select the filter.

- 3. Click Add.
- 4. Enter </head> in the Pattern: field of the resulting dialog box.
- 5. Enter the following code in the **Replace with:** field.

```
<link type="text/css" rel="stylesheet" href="http://
 <link_to_resources>/gkc-knowledge-widget.min.css">
 <script>
            window._gkc = {
                        knowledge: {
                                    host: 'http://<link to server>/gks-server/v1',
                                    kbId: 'knowledgefag',
                                    customerId: 'gks super'
                        },
                        events: {
                                    windowOpenEvent: function (wdWindow) {
                                                console.log(wdWindow);
                                    },
                                    windowCloseEvent: function (wdWindow) {
                                                console.log(wdWindow);
                                    },
                                    windowHideEvent: function (wdWindow) {
                                                console.log(wdWindow);
                                    }.
                                    kbSelectEvent: function (kbId) {
                                                console.log(kbId);
                                    },
                                    searchEvent: function (query) {
                                               console.log(query);
                                    },
                                    documentOpenEvent: function (document) {
                                                console.log(document);
                                    }
                        }
            };
            window. gkcLocalization = {
                        title: 'Ask',
                        inputPlaceholder: 'Ask a questions',
                        trendingMessage: 'Trending questions',
                        loading: 'Loading...',
noResultFound: 'No relevant results found',
                         feedback: {
                                    question: 'Was this helpful?',
                                    defaultAnswer: 'Thank you for your vote',
                                    noCommentAnswer: 'Thank you for your vote',
submitAnswer: 'Thanks, your feedback has been submitted',
                                    commentPlaceholder: 'Why wasn\'t this helpful?',
                                    buttons: {
    yes: 'Yes',
                                               no: 'No',
submit: 'Submit',
                                                noComment: 'No comment'
                                    }
                        }
            };
 </script>
 <script src="http://<link to resources>/
 gkc-knowledge-widget.min.js"></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></script></scr
```

6. Click **OK** to save the pattern.

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Entering a Filter Pattern

7. Click **OK** to save the pattern.

End

Configuring the URL Filter

Complete this procedure to use the GUI to configure URLs that the proxy should ignore.

Start

You can exclude a site in one of two ways:

Using the Sites Tab

1. In the **Sites** tab, right-click a site and select **Exclude from > Proxy**.

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Excluding a Site from the Proxy Filter

2. Select a site to exclude.

Using the File Menu

 Select File > Properties. In the Session Properties window, select Exclude from proxy, add your URL regular expression, and click OK. For example, to have the proxy include only the google.com website, use this regular expression:

^((?!google.com).)*\$

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P in http://videos	General		
F S http://www.g	Exclude from proxy	URLs which will be ignored by the proxy	
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Adding a Regular Expression for Ignoring Sites

2. Enter a URL to exclude.

If you want the proxy to remember the excluded URLs beyond the current session, select **File > Persist session...** and select a file to save your session to.

End

Working with the Proxy

After you have configured the proxy, keep it open and configure the connection to the network via the Proxy inside you browser. Now you can browse through the web pages that are instrumented with the Knowledge Center Sample UI, and they will be displayed in the **Sites** tab of the proxy GUI, as shown here:

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Browsing Your Proxy Sites

For more information about working with ZAProxy, see https://www.owasp.org/index.php/owasp_Zed_Attack_Proxy_Project.