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Genesys Knowledge Center API Reference

FAQ Retrieval

FAQ Retrieval

You can use the FAQ Retrieval API to ask your knowledge base a question and find the answers, and also any documents that are related to this question.

Authorization

The operations carried out by the FAQ Retrieval API can be accessed by all roles.

Complex types

Category Complex Type

Field	Type	Description
id	String	Category identifier
kbid	String	Knowledge Base identifier
name	String	Category name

CategoryFacetItem

Field	Type	Description
id	String	unique category identifier
kbld	String	knowledge base identifier
name	String	name of category
count	String	How many documents refers to this category

CategoryNode Complex Type

Field	Type	Description
id	String	Category id
kbid	String	Knowledge base id
name	String	Category name
path	String	Category path
count	Int	Count of documents that are related to this category

Field	Type	Description
ChildrenCategories	CategoryNode []	Children categories

RelatedCategory Complex Type

Field	Type	Description
id	String	Category id
kbid	String	Knowledge base id
path	String	Category path
name	String	Category name
count	Int	Count of documents that are related to this category

KbCategoryTree Complex Type

Field	Type	Description
kbid	String	Knowledge base id
categories	CategoryNode []	Categories that are related to this knowledge base

DocumentEntry Complex Type

Field	Type	Description
id	String	Unique document ID
kbld	String	Knowledge base ID
language	String	Document language
type	String	Document type (ARTICLE or QNA)
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
relatedCategories	RelatedCategory []	List of qualified category objects that are associated with this document
created	Date	Document creation date, represented as a string in the format of "yyyy-MM-dd HH:mm:ss"

Field	Type	Description
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 (document type of QNA)
answer	String	FAQ answer (document type of QNA)
title	String	Article title (document type of ARTICLE)
description	String	Article description (document type of ARTICLE)
summary	String	Article summary (document type of ARTICLE)

ScoredDocumentEntry Complex Type

Field	Type	Description
All the fields of DocumentEntry		
score	Float	Relevancy score of document against particular search request obtained by core functionality

ConfidentDocumentEntry Complex Type

Field	Type	Description
All the fields of ScoredDocumentEntry		
confidence	Float	Confidence level of content against particular query

API Reference

Search for documents in a particular knowledge base

Description	Executes a search for the answer to the given query
URL	/kbs/{kbld}/search
Method	POST

Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbId}	String	Knowledge base Identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	spellcheck	Boolean	No	false	Spell checking strategy
	lang	String	Yes	"_default"	Language Identifier
	sessionId	String	No	—	Session Identifier
	size	Integer	No	Configuration	Count of documents for retrieving
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				
Response	Field	Type	Description		
	count	int	Total count of documents in selection (pagination-independent)		
	documents	ConfidentDocument	Resulting selection of document		

Federated Search

Description	Executes a search for the answer to the given query				
URL	/kbs/langs/{lang}/search				
Method	POST				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Identifier	Type		Description	
	lang	String		Language identifier	

URL Parameters	Parameter	Type	Required	Default	Description
	spellcheck	Boolean	No	false	Spell checking strategy
	sessionId	String	No	—	Session Identifier
	size	Integer	No	Configuration	Count of documents for retrieving
	tenantId	String	Yes	—	Tenant identifier
Request	FederatedSearchRequest				
Response	Field	Type	Description		
	count	int	Total count of documents in selection (pagination-independent)		
	documents	ConfidentDocumentEntry	Resulting selection of documents. Documents are ordered by their confidence levels. Confidence level of each document is computed against its relevance score in space of knowledge base that contains this particular document.		
	categories	CategoryFacetItem[]	Facet selection of categories, related to selected documents set		
	relatedCategories	KbCategoryTree	Tree of categories that are related to selected set of documents		

IntelliSense

Description	autocomplete functionality				
URL	/kbs/{kbld}/suggestions				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Field		Type		Description
	kbld		String		Knowledgebase identifier
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language Identifier
	sessionId	String	No	—	Session Identifier
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				

Output	Parameter	Type	Description
	suggestions	String[]	Autocomplete suggestions

Federated IntelliSense

Description	federated autocomplete functionality				
URL	/kbs/langs/{lang}/suggestions				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Identifier		Type		Description
	lang		String		Language identifier
URL Parameters	Parameter		Type	Required	Default
	sessionId		String	No	—
	tenantId		String	Yes	—
Request	FederatedSearchRequest				
Response	Parameter		Type		Description
	suggestions		String[]		autocomplete suggestions
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.				

More Like This

Description	Returns similar content for the document provided
URL	/kbs/{kbld}/documents/{docId}/morelikethis
Method	GET
Request Content-Type	—
Response Content-Type	application/json

Role	Any				
URL Identifier	Parameter	Type	Description		
	{kbId}	String	Knowledge base Identifier		
	{docId}	String	Document Identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	No	—	Language Identifier
	sessionId	String	No	—	Session Identifier
	media	String	No	any	Interaction media type
	tenantId	String	Yes	—	Tenant identifier
Request	Field	Type	Required	Description	
	knowledgebaseId	String []	No	List of knowledge base identifiers, or absent. If list is absent or empty, search is executed within current knowledge base.	
Output	Field	Type	Description		
	count	int	total count of documents in selection (pagination-independent)		
	documents	ConfidentDocumentEntry[]	Result selection of documents.		
	categories	CategoryFacetItem[]	Facet selection of categories, related to selected documents		
	relatedCategories	KbCategoryTree	Tree of categories that are related to selected set of documents		
Notes	In case of success returns payload in response field of "response" of declared structure. in case of error returns code and description of error.				

Federated More Like This

Description	returns similar content for the document provided (searches among documents of listed or all available knowledge bases)
URL	/kbs/{kbId}/documents/{docId}/langs/{lang}/morelikethis
Method	POST
Request Content-Type	—
Response Content-Type	application/json
Role	Any

URL Identifier	Parameter	Type	Description		
	{kbId}	String	Knowledge base Identifier		
	{docId}	String	Document Identifier		
	{lang}	String	Language identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	sessionId	String	No	—	Session Identifier
	media	String	No	any	Interaction media type
	tenantId	String	Yes	—	Tenant identifier
Request	KnowledgeBaseListRequest				
Output	Field	Type	Description		
	count	int	total count of documents in selection (pagination-independent)		
	documents	ConfidentDocumentSelection	Result selection of documents.		
	categories	CategoryFacetItem[]	Facet selection of categories, related to selected documents		
	relatedCategories	KbCategoryTree	Tree of categories that are related to selected set of documents		
Notes	In case of success returns payload in response field of "response" of declared structure. in case of error returns code and description of error.				

Guess Spelling Correction

Description	Guesses the correct spelling for the entered query				
URL	/kbs/{kbId}/spelling				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter		Type		Description
	kbId		String		Knowledgebase identifier
URL Parameters	Parameter	Type	Required	Description	
	lang	String	Yes	Language Identifier	

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Description</th></tr><tr><td>number</td><td>int</td><td>No</td><td>Number of suggestions to be proposed. The default value is 1</td></tr><tr><td>text</td><td>String</td><td>Yes</td><td>Text for spell checking</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Description	number	int	No	Number of suggestions to be proposed. The default value is 1	text	String	Yes	Text for spell checking	tenantId	String	Yes	Tenant identifier
Parameter	Type	Required	Description														
number	int	No	Number of suggestions to be proposed. The default value is 1														
text	String	Yes	Text for spell checking														
tenantId	String	Yes	Tenant identifier														
Request	empty																
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>suggestions</td><td>suggestion[]</td><td>Spell check suggestions</td></tr></table> Each item of suggestions has the following structure <table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>word</td><td>String</td><td>Token from checked text</td></tr><tr><td>suggestions</td><td>String[]</td><td>Suggestions for spell correction in descending order of relevancy</td></tr></table>	Field	Type	Description	suggestions	suggestion[]	Spell check suggestions	Field	Type	Description	word	String	Token from checked text	suggestions	String[]	Suggestions for spell correction in descending order of relevancy	
Field	Type	Description															
suggestions	suggestion[]	Spell check suggestions															
Field	Type	Description															
word	String	Token from checked text															
suggestions	String[]	Suggestions for spell correction in descending order of relevancy															
Notes	In case of success returns payload in response field of "response" of declared structure. in case of error returns code and description of error.																

Guess Federated Spelling Correction

Description	Guesses spelling correction for the entered query on basis of corpus of listed or all available knowledge bases			
URL	/kbs/langs/{lang}/spelling			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	Any			
URL Identifiers	Identifier		Type	Description
	{lang}		String	Language identifier
URL Parameters	Parameter	Type	Required	Description
	number	int	No	Number of suggestions to be proposed. The default value is 1
	text	String	Yes	Text for spell checking
	tenantId	String	Yes	Tenant identifier

Request	KnowledgeBaseListRequest		
Response	Field	Type	Description
	suggestions	suggestion[]	Spell check suggestions
	Each item of suggestions has the following structure		
	Field	Type	Description
	word	String	Token from checked text
	suggestions	String[]	Suggestions for spell correction in descending order of relevancy
Notes	In case of success returns payload in response field of "response" of declared structure. in case of error returns code and description of error.		

Browse documents

Description	Retrieves documents, associated to requested knowledge bases and categories.		
URL	/kbs/langs/{lang}/documents		
Method	POST		
Request Content-Type	—		
Response Content-Type	application/json		
Role	Customer		
URL Identifiers	—		
URL Parameters	Parameter	Type	Required
	lang	String	Yes
	from	int	No
	size	int	No
	media	String	No
	tenantId	String	Yes
Request	Field	Type	Description
	knowledgebases	String []	List of knowledgebases for retrieving documents. Empty means

	Field	Type	Description
			need to retrieve documents related to any knowledgebase.
	categories	String []	List of names of categories for retrieving. Empty list means absence of category filtering.
Response	Field	Type	Description
	page	Pagination	pagination information
	documents	DocumentEntry []	result selection of document
	count	int	total count of documents in selection (pagination-independent)
	categories	CategoryFacetItem []	Facet selection of categories, related to selected documents set
	relatedCategories	KbCategoryTree []	Tree of categories that are related to selected set of documents
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.		