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Genesys Knowledge Center API Reference

Knowledge Center Current

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Genesys Knowledge Center API Reference

Important

The current documentation version is related to release 8.5.3. API documentation is available for releases 9.0.0 and up when running an instance of the Genesys Knowledge Center Server. You can access the documentation from: <http://<server instance>:<server instance port>/gks-server/doc/swagger-ui.html> (for example, <http://localhost:9090/gks-server/doc/swagger-ui.html>)

This API reference contains an overview of the Genesys Knowledge Center REST API and information about the three Knowledge Center APIs:

Overview

Find out more information on the Genesys Knowledge Center REST API.

[Overview](#)

Knowledge

Find out how to use the Knowledge API to retrieve FAQ-related information from a knowledge base.

[Knowledge API](#)

Management

Find out how the Management API enables external systems to manage the content of knowledge bases.

[Management API](#)

Reporting

Find out how the Reporting API provides access to the historical reporting data.

[Reporting API](#)

Overview

The Genesys Knowledge Center REST API exposes three sets of functionality:

- The **Knowledge API** can be used by Knowledge Center Server clients who are interested in retrieving FAQ-related information from a knowledge base, including things like the structure of the knowledge base and its feedback data
- The **Management API** allows service components—such as content management systems, the Knowledge Center Administrator plugin, and data importers—to create, populate, and manage knowledge bases
- The **Reporting API** provides reporting engines—such as Easy Pulse or third-party products—with data on the various knowledge-related activities carried out by agents and customers

Structure

- The methods in this API follow the structure and meaning documented below unless the method description explicitly states otherwise.
- The default data format is JSON.

Structures

- **/{{resource-type}}**—URLs that have this format represent a set of instances of the specified resource type and are plural (for example, **kbs** or **categories**), unless the resource is a singleton in the specified context. Here are the default meanings of these operations:
 - **GET**—Retrieves a list of all instances of the resource
 - **POST**—Creates a new instance of the resource
 - **PUT**—Updates a set of instances of the resource
 - **DELETE**—Deletes a set of instances of the resource.
- **/{{resource-type}}/{{id}}**—URLs that have this format represent a specific instance of the resource type. Here are the default meanings of these operations:
 - **GET**—Retrieves information about the instance.
 - **POST**—N/A
 - **PUT**—Updates the instance with the specified information.
 - **DELETE**—Removes the instance.
- **/{{resource-type}}/{{id}}/{{operation}}**—URLs that have this format represent a non-CRUD operation for a specific instance of the resource type. Here are the default meanings of these operations:
 - **GET**—The executed operation is intended to retrieve data without modifying the underlying data

- **POST**—The executed operation is intended to update or add data to the underlying data
- **PUT**—N/A
- **DELETE**—N/A

Versioning

- If a previous version of the API is to be used, resource URI's must contain a prefix of **/v{ordinal}/** to identify that fact.
- If no prefix is specified, the URI refers to the most recent version of the API.

Client identification

For identifying client and related to API call mediatype, you must provide the values of two specific header variables at each API call. Any persistence (session,cookies) for these variables is not provided.

Identifies	Header Variable Name
Client application	gkc_apiClientId
Client media type	gkc_apiClientMediaType

Authorization

You can use these APIs to access public knowledge bases without requiring authorization, whether on the part of your agents or your customers. However, for all other access, including agent-related queries against internal knowledge bases, you must provide the appropriate agent credentials.

The required authorization levels are described in the individual API reference sections.

Authentication Overview

Genesys Knowledge Center Server doesn't have its own authentication mechanism. It is the responsibility of the broader Genesys environment or your corporate site to ascertain that somebody really is who he or she claims to be. This is applicable both for customers and agents. Applications that post requests to Knowledge Center Server will need to notify Knowledge Center Server of the validated identity of customers and agents.

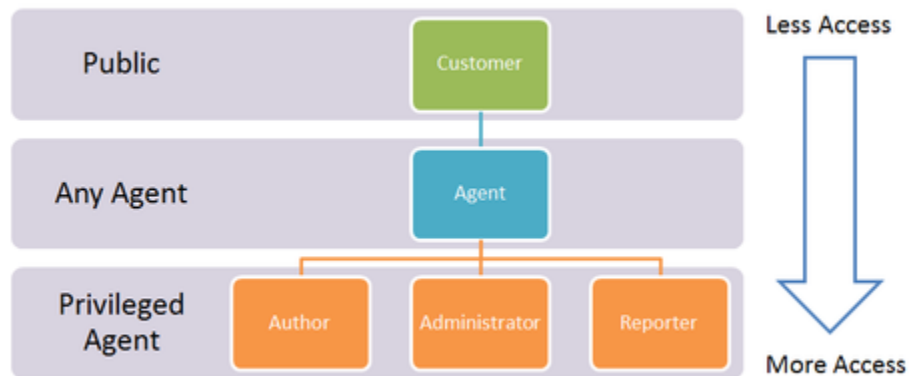
Authorization

There are two principal types of users:

- Customers

- Agents

Customers are allowed to access public information only. They do not have any extra permissions or access rights. Unless it is proven that a user is an agent, customer-level permissions will be used.



Access Roles for the REST APIs

Because of this, users who have a *Customer* role do not require authorization.

Agent is the most basic role in the contact center. The roles of *Administrator*, *Author*, and *Reporter* have additional capabilities that can be granted using privileges in the Genesys Configuration Layer.

When subtenancy functionality is enabled, agents can only access data from within their own subtenant. Also note that an agent can only belong to one subtenant at a time.

Available http-header variables

This set of http header variables are used by Genesys Knowledge Server for identifying various aspects of API call environment. These header variables are: Table:

Name	Type	Description
gkc_agentId	String	Unique identifier of Genesys agent that interacts with server through a agent UI .
gkc_customerId	String	Unique identifier of external customer.
gkc_interactionId	String	Unique identifier of interaction in Genesys environment. This header is mandatory for call of PUT /feedback/interaction (registering incoming interaction into Genesys Knowledge history).

Authorization, Agent and Customer Credentials

In order to get the appropriate level of authority, Knowledge Center Server receives agent and customer identifiers using special request header variables:

Identifies	Header Variable Name
Agent	<code>gkc_agentId</code>
Customer	<code>gkc_customerId</code>

Wherein **`gkc_agentId`** in the request that is passed to the Genesys Knowledge Center Server must correspond to the identifier of the user configured Genesys Configuration Server. Genesys Knowledge Center server uses the value of **`gkc_agentId`** for authorizing the call by credentials of the identified user that is configured in the Genesys Configuration Server.

The **`gkc_customerId`** request header parameter does not affect any restrictions on request processing, but is used as an identifier for collecting the history log in relation to a particular customer.

Examples

```
POST /v1/kbs/search HTTP/1.1
gkc_customerId: some_customer_id
Content-Type: application/json
...
```

```
POST /v1/kbs/sample/langs/en/docs/delete HTTP/1.1
gkc_agentId: genesys_agent_id
Content-Type: application/json
...
```

Important

It is possible to save the customer identifier into the Genesys Knowledge Center session storage. In this case you must use strict session-oriented GKC protocol.

Start

1. Associate customer id into session and obtain the session ID that is related to this customer ID:

```
PUT /v1/session/new
gkc_customerId: some_customer_id
Content-Type: application/json
...
```

If the operation is successful, you'll receive a response with this structure:

Field	Type	Description
<code>statusCode</code>	String	"OK" in case of success
<code>error</code>	String	null on success or error

Field	Type	Description
		description
response	SessionInfo	Response payload
sessionId	String	Session identifier

2. Now you can use the sessionId resulting from from Step 1 as a parameter to the subsequent REST API calls to Knowledge Center server, as shown here:

```
POST /v1/kbs/search?sessionId=<obtained-session-id> HTTP/1.1
gkc_customerId: some_customer_id
Content-Type: application/json
{
  ...
}
```

End

Request and Response Descriptions

Request Execution Handling

- Each response contains an execution code along with the details of the response
- The execution codes have the following meanings:

HTTP Code	HTTP Description	Usage Guidelines
200	OK	The method has executed successfully
400	Bad Request	The request cannot be executed, as it is missing one or more mandatory parameters (parameters are missing in the query string or the request body)
401	Unauthorized	The user does not have permission to access this method
404	Not Found	The resource type or resource ID specified in the URI is unknown
500	Internal Server Error	The request is valid, but the server had trouble executing it
503	Service Unavailable	The server was unable to serve the request at the time it was processed; the request may be resent later

- Execution codes are returned both as HTTP Response codes and in the special field of the response body (in JSON format)
- All response bodies returned by the server have the following standard high level structure:

```
{
  "statusCode": <execution code>,
  "error": {
    "type": <string>,
    "message": <string>
  },
}
```



```
    "response": {  
      ...  
    }  
  }
```

Responses

Field	Type	Required	Description
statusCode	RestStatus	Yes	Execution code of the operation
error	Error	Yes	Detailed information on the error message. Present only if the operation executed was unsuccessfully.
response	complex	No	Response for the executed operation. This can be missing if an error occurred or if the method has nothing to report after execution (for example, if an object has been deleted).

Error type

Field	Type	Required	Description
type	string	No	Defines an error sub-type that allows for specialization of the error messages within the status codes
message	string	Yes	Human-readable description of the error that occurred

Knowledge API

Introduction

You can use the Knowledge API to retrieve FAQ-related information from a knowledge base, including things like the structure of the knowledge base and its feedback data.

This API consists of four sections:

- The **Session Management API** allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.
- The **Knowledge Base Operations API** lets you explore how many categories your knowledge bases contain, what the categories are, and what specific articles are contained in a knowledge base.
- You can use the **FAQ Retrieval API** to ask your knowledge base a question and find the answers, and also to find any documents that are related to this question.
- The **Feedback API** gives users a way to send feedback on how useful the responses were.

API Index

Method	URI	Description
Session Management		
PUT	/sessions/new/	Creates a new session
GET	/sessions/{sessionId}	Retrieves information about an existing session by sessionId
POST	/sessions/{sessionId}	Associates a recognized user with a previously started anonymous session
Knowledge Base Operations		
GET	/kbs/	Retrieves a list of supported knowledge bases
GET	/kbs/{kbId}	Retrieves information about a specific knowledge base (including supported languages)
GET	/kbs/{kbId}/categories	Returns a list of categories
POST	/kbs/categories	Get federated categories
GET	/kbs/{kbId}/{catId}/documents	Returns all document previews for the specified category
GET	/kbs/{kbId}/top	Returns the top X trending documents
GET	/kbs/{kbId}/documents/{docId}	Returns the full content of the specified document
Federated knowledge retrieval API		
POST	/kbs/search	performs search for documents that are relevant for the given query (searches in all available knowledge base)

Method	URI	Description
POST	/kbs/suggestions	retrieve IntelliSense suggestions for all available knowledge bases
POST	/kbs/{kbld}/documents/{docld}/federatedsearch	returns documents with content similar to content of provided document (searches among documents of all available knowledge bases)
POST	/kbs/spelling	guess spelling correction for the entered query on basis of corpus of all available knowledge base
Knowledge retrieval API		
POST	/kbs/{kbld}/search	performs search for documents that are relevant for the given query (searches in particular knowledge base)
POST	/kbs/{kbld}/suggestions	retrieve IntelliSense suggestions for particular knowledge base
GET	/kbs/{kbld}/documents/{docld}/morelike	Returns content that is similar to the content in the specified document
GET	/kbs/{kbld}/spelling	Guesses spelling correction for the entered query on basis of particular knowledge base corpus
POST	/kbs/documents	Browse documents
Feedback API		
POST	/feedback/{kbld}/noAnswer	Marks a query as not having a valid answer in the knowledge base
POST	/feedback/{kbld}/documents/{docld}/noVote	Reduces the user rating for the document within the query
POST	/feedback/{kbld}/documents/{docld}/advancevote	Register positive vote for one document and negative vote for all other in provided list
PUT	/feedback/{kbld}/documents/{docld}/view	increments the counter of the viewed document
POST	/feedback/unanswered	Saves information about federated search request that had no relevant answer (similar to noAnswer, but for federated search)
POST	/feedback/{kbld}/documents/{docld}/use	Saves information about fact of usage of content of document for answering to user question by agent from agent workspace
PUT	/feedback/vote/{voteId}	Adds comment and user rating to vote, registered by POST /feedback/vote
POST	/feedback/vote/	Registers vote against result of federated search
POST	/feedback/{kbld}/documents/{docld}/rating	Registers user rating of particular document (with optional search context)
PUT	/feedback/interaction	Register of fact of receiving new interaction by agent UI
GET	/kbs/{kbld}/documents/{docld}/rating	Returns document user rating and count of visits

Important

URL identifiers: <http://.../res1/{id1}/res2/{id2}...>

URL parameters: `http://...?{param1}&{param2}`

Knowledge API request

All knowledge API requests may contain additional URL parameter “locale” for specifying the language which is used for error messages in case of request failure.

Knowledge API response

The body of every response returned by the Knowledge API has a standard high-level structure:

```
{
  "statusCode": <execution code>,
  "error": {
    "type": <string>,
    "message": <string>
  },
  "response": {
    ... },
  "sessionId" : <string>
}
```

Field	Type	Mandatory	Description
statusCode	String	Yes	Execution code of the operation. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
error	Error	Yes	Detailed information on the error message. Present only if the operation executed was unsuccessfully.
response	complex	No	Response PAYLOAD for the executed operation. This can be missing if an error occurred or if the method has nothing to report after execution (for example, if an object has been deleted).
sessionId	String	No	Actual session ID (either obtained from the sessionId parameter, or auto-generated [if the method has been called without sessionId parameter])

Global Complex Types

SessionInfo Complex Type

Field	Type	Mandatory	Description
agentId	String	No	ID of identified agent
customerId	String	No	ID of identified customer
globalVisitId	String	No	ID of registered global visit
visitId	String	No	ID of identified visit
_ttl	String	No	Time to live. in form of [n]d, [n]h etc. for example "1h" for one hour. TTL can be configured only from Config Server(In Options - section "general" , parameter "session-ttl"). This parameter can not be used for new session creating, only for retrieving actual _ttl of session.

KnowledgeBaseListRequest

Field	Type	Description
Knowledgebases	String []	List of knowledge base identifiers

FilterCondition

Field	Type	Mandatory	Description		
field	String	Yes	The name of the field to be filtered. Use <i>customFields.<field_name></i> for referring to a custom field		
operator	String	Yes	The operator for expressing the condition. Valid values are:		
			OperatoType		Definition
			lt	unary	less than
			le	unary	less than or equal to
			eq	unary	equals
			ge	unary	greater than or equal to
			gt	unary	greater than
			between	binary	between values
value	String	Yes for unary	Value for comparison in unary conditions (lt, le, eq, ge, gt).		
a	String	Yes for binary	Left border for comparison in binary operation (from).		
b	String	Yes for binary	Right border for comparison in binary operation (to).		

KnowledgeBaseMeta

Field	Type	Description
id	String	Knowledge base ID
type	String	Knowledge type: QNA or ARTICLE
name	String	Name of knowledge base
active	boolean	Is this knowledge base active
public	boolean	Is this knowledge base public or private
customFields	CustomFieldMeta[]	Configuration of custom fields for this knowledge base
defaultLanguage	String	Default language for this particular kb
description	String	Knowledge base description
supportedLanguages	String[]	Available languages for this knowledge base

CustomFieldMeta

Field	Type	Description
name	String	field name
type	String	field type. Enumeration of {string, numeric, datetime, boolean, enum}
displayName	String	field display name
defaultValue	String	field default value

SearchRequest

Field	Type	Required	Description
query	String	Yes	User typed query string
filters	FilterCondition []	No	List of filters
categories	String []	No	Set of categories for filtering of documents related to these categories
tags	String	No	Set of tags for extra filtering of documents related to these tags
media	String	No	Instruction for retrieving documents, that related to specified medi type. Empty value means that documents related to any media type will be retrieved.

FederatedSearchRequest

Field	Type	Required	Description
query	String	Yes	User typed query string
filters	FilterCondition []	No	List of filters
categories	String []	No	Set of category names for filtering of documents related to these categories.
tags	String	No	Set of tags for extra filtering of documents related to these tags
media	String	No	Instruction for retrieving documents, that related to specified medi type. Empty value means that documents related to any media type will be retrieved.
knowledgebases	String []	No	List of knowledge base identifiers for restricting scope of search by particular set of knowledge bases.

Warning!

Please take into account that the "knowledgebases" and "categories" filters are applied using the condition "AND", meaning you could face a situation where you might lose a set of documents that do not match both filter conditions at the same time. The easiest way of avoiding this situation is by using only one filter at a time.

RequestKbCategory

Field	Type	Required	Description
kbld	String	true	Knowledgebase identifier
id	String	true	Category identifier

KnowledgeBaseListRequest

Field	Type	Required	Description
knowledgebases	String []	No	List of knowledgebases to retrieving

DocumentDraftRequest

Field	Type	Required	Description
question	String	Yes	Text of document question
answer	String	Yes	Text of document

Field	Type	Required	Description
			answer
categories	Category []	No	List of categories related to draft

Category

Field	Type	Description
id	String	Category identifier
kbld	String	Knowledge base identifier

AdvanceVote

Field	Type	Required	Description
likeDocId	String	No	Id of document for registering positive voting this against it
selection	String	No	Range of Id of documents for registering negative voting this against them. Includes all id of selection, including document of positive voting
request	SearchRequest	Yes	Original search request

KbLanguageMeta

Field	Type	Description
name	String	Name of knowledgebase in this particular language
description	String	Description of knowledgebase in this particular language
defaultFilterConditions	FilterCondition []	Set of conditions that filter results retrieved by QNA in this particular language.
schema	Enum {basic,nlp}	The way which GKS analyzes text in knowledgebase in this particular language. GKS uses Nlp, or natural language processing, to improve retrieving quality. Basic means that GKS utilizes basic elasticsearch functionality during retrieving.
default	boolean	This flag indicates that this particular language is the default language for this knowledge base.

AccessRuleMeta

Field	Type	Description
all	boolean	This flag indicates that the knowledgebase does not restrict access based on skills. Value of true means that GKS will ignore the set of skills in the skills field.

Field	Type	Description
skills	String[]	The set of skills that restrict user access to knowledgebase. Only users with at least one of the listed skills can access the knowledgebase. This restriction takes effect only if the field all contains a value of false.

BehaviourOptions

This type consists of a set of named complex options, each of which describes knowledgebase behavior from a specific point of view. At the moment the only set of options is the `faq` options set.

BehaviourOptions.faq

Field	Type	Description
outOfDomain	float	Confidence level threshold for casting documents with a low level of relevancy that are obtained from a retrieving selection
numberOfAnswersInPreConfidenceSelection	int	Relevance scores from document count are used to compute a selection that calculates the confidence for each obtained document selection.
trendingPeriodInDays	int	Period in days for computing trends against user activity.
numberOfAnswersInResult	int	Maximum count of documents in the result selection once QNA retrieving is complete.

Session Management

The Session Management API allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.

Authorization

The operations carried out by the Session Management API can be accessed by all roles.

Create Session

Description	Creates new named or anonymous (agentId, customerId, visitId not provided) session				
URL	/sessions/new				
Method	PUT				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	None				
URL Parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
HTTP Header	Field	Type	Req	Description	
	gkc_agentId	String	No	Agent ID	
	gkc_customerId	String	No	Customer ID	
Request Body	Optional				
	Field	Type	Req	Description	
	visitId	String	No	Visit ID	
	globalVisitId	String	No	Global Visit ID	
Response	SessionInfo				
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.
--	---

Retrieving Session Information

Description	Retrieves information about an existing session by sessionId				
URL	/sessions/{sessionId}				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{sessionId}	String	Session ID		
URL parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
HTTP Header	Field	Type	Req	Description	
	gkc_agentId	String	No	Agent ID	
	gkc_customerId	String	No	Customer ID	
Response	SessionInfo				
Notes	Returns information about existing session of specified id, or about automatically created new session.				

Update Session Information

Description	Associate recognized user with previously started anonymous session
URL	/sessions/{sessionId}
Method	POST
Request Content-Type	application/json
Response Content-Type	application/json

Role	Any				
URL Identifiers	Parameter	Type	Description		
	{sessionId}	String	Session ID		
URL parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
HTTP Header	Field	Type	Req	Description	
	gkc_agentId	String	No	Agent ID	
	gkc_customerId	String	No	Customer ID	
Request Body	Optional				
	Field	Type	Req	Description	
	visitId	String	No	Visit ID	
	globalVisitId	String	No	Global Visit ID	
Response	SessionInfo				
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.				

Knowledge Base Operations

The Knowledge Base Operations API lets you explore how many categories your knowledge bases contain, what the categories are, and what specific articles are contained in a knowledge base.

Authorization

The operations carried out by the Knowledge Base Operations API can be accessed by all roles.

Complex Types

Category Complex Type

Field	Type	Comment
id	String	category identifier
kbid	String	knowledge base identifier
name	String	category name

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
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

Field	Type	Description
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"
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)

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

DocumentContentEntry Complex Type

Field	Type	Description
All the fields of DocumentEntry		
answerContent	String	(FAQ) Content type for rich rendering content of answer from field answerContent
answerContent	String	(FAQ) May contain content of answer in rich markup format, for instance in form of "text/html"
descriptionContent	String	(ARTICLE) Content type for rich rendering content of answer from field descriptionContent
descriptionContent	String	(ARTICLE) May contain content of description in rich markup format, for instance in form of "text/html"
attachments	String []	List of urls of attachments that are related to this document.

Pagination Complex Type

Field	Type	Description
from	int	Page offset
size	int	Page size

LocaleInformation complex type

Field	Type	Description
id	String	Locale identifier
name	String	Locale name
displayName	String	Locale display name
enabled	boolean	true if locale is enabled
isBase	boolean	true if this locale is base locale
hasRegions	boolean	true if this locale has regional sublocales

CategoryFacetItem

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

API Reference

List of all available locales

Description	Retrieves list of all available locales														
URL	/kbs/locales/														
Method	GET														
Request Content-Type	—														
Response Content-Type	application/json														
Role	Any														
URL Identifiers	—														
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>					Parameter	Type	Required	Default	Description	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description										
tenantId	String	Yes	—	Tenant identifier											
Request	empty														
Response	LocaleInformation []														
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.														

List of knowledge bases

Description	retrieves list of knowledge bases supported				
URL	/kbs/				
Method	GET				
Request Content-Type					
Response Content-Type	application/json				
Role	Any				
URL Identifiers	None				

URL Parameters	Parameter	Type	Required	Default	Description						
	lang	String	No	—	Optional parameter for retrieving metadata of those knowledge bases that have specified language. In case of omitting parameter of "lang" the metadata of all configured knowledge bases will be retrieved.						
	sessionId	String	No	—	session identifier						
	tenantId	String	Yes	—	Tenant identifier						
Request	empty										
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>knowledgebases</td><td>KnowledgeBaseMetadata</td><td>List of knowledge bases</td></tr></table>					Field	Type	Description	knowledgebases	KnowledgeBaseMetadata	List of knowledge bases
Field	Type	Description									
knowledgebases	KnowledgeBaseMetadata	List of knowledge bases									
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.										

Get knowledgebase document categories

Description	get list of categories
URL	/kbs/{kbId}/categories
Method	GET
Request Content-Type	—
Response Content-Type	application/json
Role	Any

URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledgebase identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language
	sessionId	String	No	—	session identifier
	media	String	No	any	Interaction media identifier
	tenantId	String	Yes	—	Tenant identifier
Request	empty				
Response	Field	Type	Description		
	categories	CategoryFacetItem[]	List of categories for given knowledgebase		
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.				

Get federated categories

Description	get list of categories			
URL	/kbs/langs/{lang}/categories			
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	Description
	sessionId	String	No	session identifier
	media	String	No	Interaction

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td></td><td></td><td></td><td></td><td>media identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description					media identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
				media identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	KnowledgeBaseListRequest															
Response	<table><tr><th>Parameter</th><th>Type</th><th>Description</th></tr><tr><td>categories</td><td>CategoryFacetItem[]</td><td>list of categories for given knowledgebase</td></tr></table>	Parameter	Type	Description	categories	CategoryFacetItem[]	list of categories for given knowledgebase									
Parameter	Type	Description														
categories	CategoryFacetItem[]	list of categories for given knowledgebase														
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.															

Get federated categories tree

Description	get list of categories																								
URL	/kbs/langs/{lang}/categories/tree																								
Method	POST																								
Request Content-Type	—																								
Response Content-Type	application/json																								
Role	Any																								
URL Identifiers	<table><tr><th>Identifier</th><th>Type</th><th colspan="3">Description</th></tr><tr><td>lang</td><td>String</td><td colspan="3">Language identifier</td></tr></table>					Identifier	Type	Description			lang	String	Language identifier												
	Identifier	Type	Description																						
lang	String	Language identifier																							
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>session identifier</td></tr><tr><td>media</td><td>String</td><td>No</td><td>any</td><td>Interaction media identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>					Parameter	Type	Required	Default	Description	sessionId	String	No	—	session identifier	media	String	No	any	Interaction media identifier	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description																				
	sessionId	String	No	—	session identifier																				
	media	String	No	any	Interaction media identifier																				
tenantId	String	Yes	—	Tenant identifier																					
Request	KnowledgeBaseListRequest																								
Response	KbCategoryTree[]																								
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.

Get knowledgebase documents associated with given category

Description	get all document previews in category																																							
URL	/kbs/{kbld}/{catld}/documents																																							
Method	GET																																							
Request Content-Type	—																																							
Response Content-Type	application/json																																							
Role	Any																																							
URL Identifiers	<table><tr><th>Parameter</th><th>Type</th><th colspan="3">Description</th></tr><tr><td>{kbld}</td><td>String</td><td colspan="3">Knowledgebase identifier</td></tr><tr><td>{catld}</td><td>String</td><td colspan="3">specific category identifier</td></tr></table>					Parameter	Type	Description			{kbld}	String	Knowledgebase identifier			{catld}	String	specific category identifier																						
	Parameter	Type	Description																																					
	{kbld}	String	Knowledgebase identifier																																					
{catld}	String	specific category identifier																																						
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>from</td><td>int</td><td>No</td><td>0</td><td>Start position for pagination, default=0</td></tr><tr><td>size</td><td>int</td><td>No</td><td>10</td><td>Size of page for pagination, default=10</td></tr><tr><td>lang</td><td>String</td><td>Yes</td><td>"_default"</td><td>Language identifier</td></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>media</td><td>String</td><td>No</td><td>any</td><td>Interaction media type</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>					Parameter	Type	Required	Default	Description	from	int	No	0	Start position for pagination, default=0	size	int	No	10	Size of page for pagination, default=10	lang	String	Yes	"_default"	Language identifier	sessionId	String	No	—	Session identifier	media	String	No	any	Interaction media type	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description																																			
	from	int	No	0	Start position for pagination, default=0																																			
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	media	String	No	any	Interaction media type																																			
tenantId	String	Yes	—	Tenant identifier																																				
Request	empty																																							
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>count</td><td>int</td><td>total count of documents in selection (pagination-independent)</td></tr><tr><td>page</td><td>Pagination</td><td>pagination information</td></tr></table>					Field	Type	Description	count	int	total count of documents in selection (pagination-independent)	page	Pagination	pagination information																										
	Field	Type	Description																																					
	count	int	total count of documents in selection (pagination-independent)																																					
page	Pagination	pagination information																																						

	Field	Type	Description
	documents	DocumentEntry[]	result selection of 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
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.		

Get top X trending documents

Description	get top X trending documents																													
URL	/kbs/{kbld}/top																													
Method	GET																													
Request Content-Type	—																													
Response Content-Type	application/json																													
Role	Any																													
URL Identifiers	<table><tr><th>Parameter</th><th>Type</th><th colspan="3">Description</th></tr><tr><td>{kbld}</td><td>String</td><td colspan="3">Knowledgebase identifier</td></tr></table>					Parameter	Type	Description			{kbld}	String	Knowledgebase identifier																	
	Parameter	Type	Description																											
{kbld}	String	Knowledgebase identifier																												
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>lang</td><td>String</td><td>Yes</td><td>"_default"</td><td>Language identifier</td></tr><tr><td>size</td><td>int</td><td>No</td><td>10</td><td>Size of page for pagination, default=10</td></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>media</td><td>String</td><td>No</td><td>any</td><td>Interaction</td></tr></table>					Parameter	Type	Required	Default	Description	lang	String	Yes	"_default"	Language identifier	size	int	No	10	Size of page for pagination, default=10	sessionId	String	No	—	Session identifier	media	String	No	any	Interaction
	Parameter	Type	Required	Default	Description																									
	lang	String	Yes	"_default"	Language identifier																									
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	sessionId	String	No	—	Session identifier																									
media	String	No	any	Interaction																										

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td></td><td></td><td></td><td></td><td>media type identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description					media type identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
				media type identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	empty															
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>count</td><td>int</td><td>total count of documents in selection (pagination-independent)</td></tr><tr><td>documents</td><td>DocumentEntry []</td><td>result selection of document</td></tr></table>	Field	Type	Description	count	int	total count of documents in selection (pagination-independent)	documents	DocumentEntry []	result selection of document						
Field	Type	Description														
count	int	total count of documents in selection (pagination-independent)														
documents	DocumentEntry []	result selection of document														
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.															

Get federated top X trending documents

Description	get top X trending documents				
URL	/kbs/langs/{lang}/top/				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{lang}	String	Language identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	size	int	No	10	Size of page for pagination, default=10
	sessionId	String	No	—	Session identifier
	media	String	No	any	Interaction media type identifier

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description							
tenantId	String	Yes	—	Tenant identifier							
Request	KnowledgeBaseListRequest										
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>count</td><td>int</td><td>total count of documents in selection (pagination-independent)</td></tr><tr><td>documents</td><td>DocumentEntry []</td><td>result selection of document</td></tr></table>	Field	Type	Description	count	int	total count of documents in selection (pagination-independent)	documents	DocumentEntry []	result selection of document	
Field	Type	Description									
count	int	total count of documents in selection (pagination-independent)									
documents	DocumentEntry []	result selection of document									
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.										

Get full content of document

Description	get full content of particular document				
URL	/kbs/{kbld}/documents/{docld}				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledgebase identifier		
	{docld}	String	Unique document 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	empty				

Response	DocumentEntry
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.

Retrieve Knowledge Base Information

Description	Retrieves information about a specific knowledge base (including supported languages)				
URL	/kbs/{kbld}				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledge base ID		
URL Parameters	Parameter	Type	Required	Default	Description
	sessionId	String	No		Session ID
	tenantId	String	Yes	—	Tenant identifier
Request	Empty				
Response	KnowledgeBaseMeta				

Retrieve categories from all knowledge bases

Description	get list of categories
URL	/kbs/categories
Method	POST
Request Content-Type	—
Response Content-Type	application/json
Role	Any
URL Identifiers	—

URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	No	"_default"	Language
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	list of knowledge base identifiers				
Response	CategoryFacetItem				
Notes	If successful, 200 OK is sent back as response. If the dataset already exists, 400 BAD REQUEST is sent back				

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	ConfidentDocumentResultSet[]	Result set 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 <i>1</i></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 <i>1</i>	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 <i>1</i>														
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>	Field	Type	Description	suggestions	suggestion[]	Spell check suggestions										
	Field	Type	Description														
	suggestions	suggestion[]	Spell check suggestions														
	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	word	String	Token from checked text	suggestions	String[]	Suggestions for spell correction in descending order of relevancy							
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 <i>1</i>
	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.		

Feedback

The Feedback API gives users a way to send feedback on how useful the responses were.

Important

The Feedback covered by this API conveys how relevant specific answers have been in response to the search questions. This kind of information is not available for browsing articles based on categories.

Authorization

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

Complex types

UnansweredRequestBody

Field	Type	Description
question	String	QNA question
answer	String	QNA question
categories	RequestKbCategory	related categories
knowledgebases	String []	Related knowledgebases

FederatedVoteDocument

Field	Type	Description
KbId	String	Identifier of knowledgebase
docId	String	Identifier of document

FederatedVoteRequest

Field	Type	Description
selection	DocumentVote []	List of documents in voting selection
like	DocumentVote	The one document that must be

Field	Type	Description
		voted positive against another documents from list of "selection" that must be voted as negative.
request	SearchRequest	Search request used for obtaining of "selection".

RatingRequest

Field	Type	Description
comment	String	Text of comment
rating	integer	Rating value. 1..5

HistoryRecordId Complex Type

Field	Type	Description
recordId	String	Identifier of record in history storage

VoteComment Complex Type

Field	Type	Description
comment	String	Text of user comment

DocumentRateResponse

Field	Type	Description
avgRate	float	Average user rate
rateCounters	int [5]	Number of user votes for each document rate value: rateCounters[0] - counter for rate=1 star rateCounters[4] - counter for rate=5 stars
visits	int	count of user visits

API Reference

No Answer

Description	Marks a query as not having a valid answer in the knowledge base
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URL	/feedback/{kbld}/noAnswer				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledge base ID		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language ID
	sessionId	String	No	—	Session ID
	tenantId	String	Yes	—	Tenant identifier
Request	Search query, as described in "Search for answers" section				
	Parameter	Type	Required	Default	Description
	question	String	Yes		User question (query)
	categories	String[]	No		Related categories
Response	HistoryRecordId				
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.				

Register Vote

Description	Records the user rating for the document within the query				
URL	/feedback/{kbld}/documents/{docId}/vote				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledge base ID		

	Parameter	Type	Description		
	{docId}	String	Document ID		
URL Parameters	Parameter	Type	Required	Default	Description
	relevant	Boolean	No	true	Was the search result relevant?
	lang	String	Yes	"_default"	Language ID
	sessionId	String	No	—	Unique session ID
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				
Response	HistoryRecordId				
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.				

Advance Register Vote

Description	Records user rating for the document within query				
URL	/feedback/{kbld}/documents/{docId}/advancevote				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledgebase identifier		
	{docId}	String	Document identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	relevant	Boolean	No	"_default"	Whether the search result was relevant?
	lang	String	Yes	"_default"	Language identifier
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	AdvanceVote				

Response	HistoryRecordId
Notes	In case of success returns payload in response field of "response" of declared structure.

Register unanswered federated search request

Description	Saves information about federated search request that had no relevant answer (similar to noAnswer, but for federated search)				
URL	/feedback/unanswered				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	—				
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				
Response	HistoryRecordId				
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.				

Register usage of document content

Description	Saves information about fact of usage of content of document for answering to user question by agent from agent workspace
URL	/feedback/{kbId}/documents/{docId}/use
Method	POST
Request Content-Type	—
Response Content-Type	application/json
Role	Any

URL Identifiers	Parameter	Type	Description	
	kbld	String	Knowledge base identifier	
	docld	String	Document identifier	
URL Parameters	Parameter	Type	Required	Default
	lang	String	Yes	"_default"
	sessionId	String	No	—
	tenantId	String	Yes	—
Request	SearchRequest			
Response	HistoryRecordId			
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.			

Extend feedback with rating and comment

Description	Adds comment and user rating to vote, registered by POST /feedback/vote			
URL	/feedback/vote/{voteId}			
Method	PUT			
Request Content-Type	—			
Response Content-Type	application/json			
Role	Any			
URL Identifiers	Parameter	Type	Description	
	voteId	String	Record identifier, obtained as response after executing POST /feedback/vote	
URL Parameters	Parameter	Type	Required	Default
	lang	String	Yes	"_default"

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description	sessionId	String	No	—	Session identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
sessionId	String	No	—	Session identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	RatingRequest															
Response	HistoryRecordId															
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 vote

Description	Registers vote against result of federated search																			
URL	/feedback/langs/{lang}/vote/																			
Method	POST																			
Request Content-Type	—																			
Response Content-Type	application/json																			
Role	Any																			
URL Identifiers	<table><tr><th>Identifier</th><th>Type</th><th colspan="3">Description</th></tr><tr><td>lang</td><td>String</td><td colspan="3">Language identifier</td></tr></table>					Identifier	Type	Description			lang	String	Language identifier							
	Identifier	Type	Description																	
lang	String	Language identifier																		
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>					Parameter	Type	Required	Default	Description	sessionId	String	No	—	Session identifier	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description															
	sessionId	String	No	—	Session identifier															
tenantId	String	Yes	—	Tenant identifier																
Request	FederatedVoteRequest																			
Response	HistoryRecordId																			
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.																			

Register Visit

Description	Increments the counter of the viewed document
URL	/feedback/{kbId}/documents/{docId}/visit

Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Unique document ID		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language
	sessionId	String	No	—	Unique session ID for history tracking
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				
Response	HistoryRecordId				
Notes	Returns id of the history record that was created as a result of the visit registering.				

Add user comment to particular vote

Description	Adds text of user comment to record of particular vote				
URL	/vote/{voteId}/				
Method	PUT				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{voteId}	String	Identifier of the record in history storage, obtained as a result of registering the vote.		
URL Parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
Request Body	VoteComment				
Response	HistoryRecordId				
Notes	Returns the same record id that was sent as the voteId in the parameters.				

Register user rating for document

Description	Registers user rating of particular document (with optional search context)				
URL	/{kbld}/documents/{docId}/rating				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers					
	Parameter	Type	Description		
	kbld	String	Knowledge base identifier		
	docId	String	Document 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	RatingRequest				
Response	DocumentRateResponse				
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.				

Register of fact of receiving new interaction by agent UI

Description	Creates history record of type INTERACTION													
URL	/feedback/interaction													
Method	PUT													
Request Content-Type	—													
Response Content-Type	application/json													
Role	Any													
URL Identifiers	—													
URL Parameters	<table> <tr> <th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr> <tr> <td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session</td></tr> </table>				Parameter	Type	Required	Default	Description	sessionId	String	No	—	Session
Parameter	Type	Required	Default	Description										
sessionId	String	No	—	Session										

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td></td><td></td><td></td><td></td><td>identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description					identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
				identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	—															
Response	HistoryRecordId															
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.															

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/{kbld}/langs/{lang}/docs/{docId}/alternative			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	CMS			
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	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}

	Feedback			
	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
				<pre>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" }</pre>

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	Type	Description
	content	String	Base64-encoded document content Warning The knowledge server indexes the starting 32K of the extracted text content.

Response	Field	Type	Required	Description
	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.
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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"  
}
```

Reporting API

Overview

The Reporting API provides access to the historical reporting data collected by the Genesys Knowledge Center Server.

Historical reporting is based on atomic events captured by the solution during its operations. These events are produced by activities carried out via the [Knowledge API](#) and, optionally, by [Management API](#) and application activities, as well.

Authorization

You must have agent or reporter privileges to access the Reporting API, as noted below. This can be configured in the Knowledge Center Administrator plugin.

Collected Data

Data collected for each event consists of two parts:

- **Basic structure**—fixed event attributes captured for all events in the system
- **Event-specific structure**—event-specific data that is only captured for events of a specific type and which provides information that is valuable for understanding that type of event

Data expiration

Events stored in the reporting index are subject to expiration, with a default expiration period of 14 days.

```
{
  "history" : {
    "_ttl" : { "enabled" : true, "default" : "14d" }
  }
}
```

You can override this value by replacing the default configuration value in the Genesys Knowledge Center Server options, as shown here:

```
option: reporting\ttl
value: 0 or <number><unit>
default: 14d
-1 - infinite ttl
<number><unit> - defines period for ttl
```

unit: d (days), m (minutes), h (hours), or w(weeks)
Need restart: yes

The value of this option is applied when any node in the cluster is started.

Basic Structure

Attribute	Required	Type	Description
nodename	Yes	String	Name of the node for which the event was generated
knowledgebase	Yes	String	ID of the knowledge base that event belongs to
language	Yes	String	Language of data that the operation is executed with
agentId	No	String	ID of the agent involved in operation
customerId	No	String	Customer identity
timestamp	Yes	Date-Time	UTC timestamp for the operation
duration	Yes	int	Duration of the operation in ms
type	Yes	enum	Event type (comes from a fixed list of all operations that create events)
tenantId	Yes	String	Tenant ID
sessionId	No	String	Session ID provided by Genesys Knowledge Center Server
visitId	No	String	ID of the visit tracked by Genesys Proactive Engagement
Originator	Yes	enum	Originator of event, could be AGENT or CUSTOMER
keyNouns	No	String []	List of key Nouns from text of user query
keyProperNouns	No	String []	List of key Proper Nouns from text of user query
keyVerbs	No	String []	List of key Verbs from text of user query
keyAdjectives	No	String []	List of key Adjectives from text of user query
remotelp	No	String	IP address of client, that called GKS functionality that burnt this particular record in history
geoLocationHash	No	String	HashCode of geo location, that was determined against obtained remotelp for this history record
lonLat	No	double []	Longitude and Latitude of geo position against obtained remotelp for this history record
countryCode	No	String	Code of country for this particular geo location.

Event Types

EVENT TYPE	DESCRIPTION	PARAMETERS
FEEDBACK	Feedback to one of the knowledge elements	query: Query document: Document agentId: String customerId: String feedbacktype: enum

EVENT TYPE	DESCRIPTION	PARAMETERS
		language: String
OPEN	Events describing the viewed content	document: Document agentId: String customerId: String language: String
NONANSWERED	Events that indicate that the user's question was not answered	query: Query language: String customerId: String agentId: String
SEARCH	Search request posted with results returned	query: Query- search query result: array<Document> - full document or just document ids (depends on the application configuration) agentId: String customerId: String language: String
USE	Events that indicate that document used by agent to reply customer	document: Document agentId: String language: String

Query

Field	Type	Description
query	String	User-typed query string
filters	FilterCondition	Array of filters
categories	String	Array of categories
tags	String	Array of tags

API

You can use the Reporting API to gather the following kinds of information:

- Agent history for a specific time period
- Customer history for a specific time period
- Articles that have been used (with positive feedback) during a specific time period
- Queries posted during a specific time period
- Knowledge base summaries, providing:
 - Static information about a knowledge base, such as its name, ID, or languages
 - Dynamic information, such as the number of articles or categories it currently contains, the average query time, or the average relevancy of the top answer

Search History

Description	Search history activities for a specific time period				
URL	/history				
Method	POST				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Agent				
Parameters	Parameter	Type	Required	Location	Description
	id	String	No	Body	History entry ID
	start	Date	No	Body	Start date of requested period
	end	Date	No	Body	End date of requested period
	types	EventType	No	Body	Filter based on the event types described in the table above
	kbId	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
	tenantId	String	Yes	URL	Tenant identifier
	sessionId	String	No	Body	Session ID
	customer	String	No	Body	Customer name
	agent	String	No	Body	Agent name
Response Body	Field	Type	Required	Description	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code	
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).	
	data	HistoryEntry	No	List of found history entries.	

Get history of queries

HistoryOfQueries Complex Type

Field	Type	Description
count	Int	total count of query items according to given parameters
From	Int	pagination offset
Size	Int	count of items in current page (pagination)
items	HistoryOfQueryItem[]	Test history items itself

HistoryOfQuery Complex Type

Field	Type	Description
query	String	Registered in the storage history of the user query
Moment	Datetime	The moment of time when this query was sent to the server
userId	String	User identified on behalf of which query is received
sessionId	String	Session identifier related to the given user query

Get history of queries

Description	Gathers history of user queries.				
URL	/{kbld}/{lang}/queries				
Method	GET				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Reporter				
Url identifiers	Parameter	Type	Required	URL/Body	Description
	kbld	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
Parameters	Parameter	Type	Required	Description	
	sessionId	String	No	Session ID	
	tenantId	String	Yes	Tenant identifier	
	customerId	String	No	Customer name	
	from	Int	No	Starting position of pagination, default=0	
	size	Int	No	Page size of pagination, default=0. 0 means that you will retrieve all queries that match	

	Parameter	Type	Required	Description
				the input parameters.
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation -duplicates the HTTP code
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Becomes present only if the operation is executed unsuccessfully (statusCode<>OK).
	response	HistoryOfQueries	Yes	Retrieved history of queries
Notes				

Export History

Description	Gather history for a specific tenant for a specific date range.				
URL	/history/export				
Method	POST				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Reporter				
Parameters	Parameter	Type	Required	URL/Body	Description
	start	Date	No	Body	Start date of requested period
	end	Date	No	Body	End date of requested period
	types	EventType	No	Body	Filter based on the event types described in the table above
	kbId	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
	tenantId	String	Yes	URL	Tenant identifier
	sessionId	String	No	Body	Session ID
	customer	String	No	Body	Customer name

	Parameter	Type	Required	URL/Body	Description
	agent	String	No	Body	Agent name

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	url	String	No	Path to archive destination
	applicationName	String	No	Knowledge node name

Notes	- Archive settings can be configured under the Options tab of the Knowledge Node application in Genesys Administrator. - For more information on configuration options for Knowledge Center Server, consult the Knowledge Center Options Reference Guide.
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