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# Genesys Knowledge Center API Reference

Knowledge Base Operations

4/2/2026

# 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

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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)

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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 <a href="#">DocumentEntry</a>		
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

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## 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

<b>Description</b>	Retrieves list of all available locales										
<b>URL</b>	/kbs/locales/										
<b>Method</b>	GET										
<b>Request Content-Type</b>	—										
<b>Response Content-Type</b>	application/json										
<b>Role</b>	Any										
<b>URL Identifiers</b>	—										
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Parameter	Type	Required	Default	Description							
tenantId	String	Yes	—	Tenant identifier							
<b>Request</b>	empty										
<b>Response</b>	<a href="#">LocaleInformation [ ]</a>										
<b>Notes</b>	<p>In case of success returns payload in response field of "response" of declared structure.</p> <p>In case of error returns code and description of error.</p>										

### List of knowledge bases

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

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<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	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
<b>Request</b>	empty				
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>		
	knowledgebases	KnowledgeBaseMetadata	List of knowledge bases		
<b>Notes</b>	<p>In case of success returns payload in response field of "response" of declared structure.</p> <p>In case of error returns code and description of error.</p>				

### Get knowledgebase document categories

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

<b>URL Identifiers</b>	<table border="1"> <thead> <tr> <th>Parameter</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>{kbld}</td> <td>String</td> <td>Knowledgebase identifier</td> </tr> </tbody> </table>	Parameter	Type	Description	{kbld}	String	Knowledgebase identifier																			
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### Get federated categories

<b>Description</b>	get list of categories															
<b>URL</b>	/kbs/langs/{lang}/categories															
<b>Method</b>	POST															
<b>Request Content-Type</b>	—															
<b>Response Content-Type</b>	application/json															
<b>Role</b>	Any															
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tenantId	String	Yes	—	Tenant identifier												
<b>Request</b>	<b>KnowledgeBaseListRequest</b>															
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<b>Notes</b>	<p>In case of success returns payload in response field of "response" of declared structure.</p> <p>In case of error returns code and description of error.</p>															

### Get federated categories tree

<b>Description</b>	get list of categories																				
<b>URL</b>	/kbs/langs/{lang}/categories/tree																				
<b>Method</b>	POST																				
<b>Request Content-Type</b>	—																				
<b>Response Content-Type</b>	application/json																				
<b>Role</b>	Any																				
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media	String	No	any	Interaction media identifier																	
tenantId	String	Yes	—	Tenant identifier																	
<b>Request</b>	<b>KnowledgeBaseListRequest</b>																				
<b>Response</b>	<b>KbCategoryTree[ ]</b>																				
<b>Notes</b>	In case of success returns payload in response field of "response" of declared structure.																				

	In case of error returns code and description of error.
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### Get knowledgebase documents associated with given category

<b>Description</b>	get all document previews in category				
<b>URL</b>	/kbs/{kbld}/{catld}/documents				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledgebase identifier		
	{catld}	String	specific category identifier		
<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	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
<b>Request</b>	empty				
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>		
	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
<b>Notes</b>	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

<b>Description</b>	get top X trending documents																											
<b>URL</b>	/kbs/{kblId}/top																											
<b>Method</b>	GET																											
<b>Request Content-Type</b>	—																											
<b>Response Content-Type</b>	application/json																											
<b>Role</b>	Any																											
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sessionId	String	No	—	Session identifier																								
media	String	No	any	Interaction																								

	Parameter	Type	Required	Default	Description
					media type identifier
	tenantId	String	Yes	—	Tenant identifier
<b>Request</b>	empty				
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>		
	count	int	total count of documents in selection (pagination-independent)		
	documents	DocumentEntry []	result selection of document		
<b>Notes</b>	<p>In case of success returns payload in response field of "response" of declared structure.</p> <p>In case of error returns code and description of error.</p>				

### Get federated top X trending documents

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

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

<b>Description</b>	get full content of particular document				
<b>URL</b>	/kbs/{kbld}/documents/{docld}				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledgebase identifier		
	{docld}	String	Unique document identifier		
<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	Yes	"_default"	Language identifier
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
<b>Request</b>	empty				

<b>Response</b>	<a href="#">DocumentEntry</a>
<b>Notes</b>	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

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

## Retrieve categories from all knowledge bases

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

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