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Genesys Knowledge Center Deployment Guide

Importing Data into the Knowledge Center Server

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Importing Data into the Knowledge Center Server

Indexer Tool

If you are not going to use a CMS you can use the indexer to import data for use with Genesys Knowledge Center. The indexer is installed during the installation of Knowledge Center Server. It is located inside your Knowledge Center Server installation folder in the **\server\tools\indexer** subdirectory.

Command line:

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

Parameters:

Short Parameter	Qualified Parameter	Mandatory	Example	Description
-u	--user	n/a	--user gkc_super	Name of internal user with authoring permissions
-a	--authorization	n/a	-a user:password	Username and password for basic authorization
-author	--author	n	--author gkc_super	(introduced in 9.0.002.09) Common author identifier for all documents that are being published
-approver	--approver	n	--approver gkc_super	(Introduced in 9.0.002.09) Common approver identifier for all documents that are being published
-f	--file	Y	--file c:\xml	Path to file or directory with files for importing
-h	--host	Y	--host http://gks/gks-server:8080	target knowledge server url
-o	--overwrite	n/a	-o	For replacing all existing

Short Parameter	Qualified Parameter	Mandatory	Example	Description
				documents with documents from importing file
-tenant	--tenantId	n/a	--tenantId 1	Target tenant identifier
-sbt	--subTenantId	n/a	--subTenantId default	Target subtenant identifier
-sk	--sslKeys	n/a	--sslKeys c:\keys\sslkey	Path to trust store
-sp	--sslPassword	n/a	--sslPassword topsecret	trust store password
-t	--transformer	n/a	--transformer c:\transformers\transformer.xml	Path to XSL transformer

Knowledge File Structure

field	type	mandatory	format	description
knowledge	Object	Y	n/a	Container of documents and categories for indexing. There are two mandatory attributes of a node of "knowledge": • kbId - Knowledge base identifier • lang - language identifier • version - version identifier (current: "8.5.304")
knowledge.categories	Array	N	n/a	Knowledge base categories directory
knowledge.categories[0].category	Object	Y	n/a	Knowledge category
knowledge.categories[0].category.id	String	Y	n/a	Category identifier
knowledge.categories[0].category.parentId	String	N	n/a	Parent category

field	type	mandatory	format	description
				identifier. Omit for root categories.
knowledge.categories. String category.name	String	Y	n/a	Category name
knowledge.documents. String Array	Array	N	n/a	Documents for indexing. Omitting of this field means that indexer must not touch already indexed documents at all.
knowledge.documents. String id	String	N	n/a	Document identifier. Server may generate identifier automatically in case when documents[].id is omitted
knowledge.documents. String templateId	String	Y	n/a	Document template identifier
knowledge.documents. String author	String	No	n/a	(Introduced in 9.0.002.09) Document author
knowledge.documents. String approver	String	No	n/a	(Introduced in 9.0.002.09) Document approver
knowledge.documents. String validFrom	Date	N	YYYY-MM-DD	Document start date
knowledge.documents. String validTo	Date	N	YYYY-MM-DD	Document expiration date
knowledge.documents. String media	Array	N	n/a	List of media channels that this document is related to.
knowledge.documents. String media.media	String	N	n/a	Document media channel value
knowledge.documents. String tags	Array	N	n/a	List of tags related to this document
knowledge.documents. String tags.tag	String	Y	n/a	Document tag value
knowledge.documents. String url	String	N	n/a	Document external url
knowledge.documents. String title	String	Y	n/a	Document title
knowledge.documents. String title.id	String	Y	n/a	Document title name

field	type	mandatory	format	description
knowledge.documents.title.value	String	Y	n/a	Document title value
knowledge.documents.content	Array	Y	n/a	Document content
knowledge.documents.content[].docField	Object	Y	n/a	Document content field
knowledge.documents.content[].docField.id	String	M	answer, description, body	Document content field name
knowledge.documents.content[].docField.Value	String	M	n/a	Document additional content field value <div> Important For importing Rich Text in HTML format via indexer use <![CDATA[and]]: tags inside <value> field. </div> </td></tr> <tr> <td>knowledge.documents.additional</td><td>Array</td><td>N</td><td>n/a</td><td>Document additional content</td></tr> <tr> <td>knowledge.documents.additional[].docField</td><td>Object</td><td>M</td><td>n/a</td><td>Document additional content field</td></tr> <tr> <td>knowledge.documents.additional[].docField.id</td><td>String</td><td>M</td><td>n/a</td><td>Document additional content field name</td></tr> <tr> <td>knowledge.documents.additional[].docField.value</td><td>String</td><td>M</td><td>n/a</td><td>Document additional content field value <div> Important For importing Rich Text in HTML format via indexer use <![CDATA[and]]: inside <value> field. </div> </td></tr> <tr> <td>knowledge.documents.alternatives</td><td>Array</td><td>N</td><td>n/a</td><td>Alternative names/questions for the document</td></tr> <tr> <td>knowledge.documents.alternatives[].alternative</td><td>String</td><td>M</td><td>n/a</td><td>Relevant text item</td></tr> <tr> <td>knowledge.documents.attachments</td><td>Array</td><td>N</td><td>n/a</td><td>Document attachments</td></tr> <tr> <td>knowledge.documents.attachments[].attachment</td><td>String</td><td>M</td><td>n/a</td><td>Document attachment URL</td></tr> <tr> <td>knowledge.documents.categories</td><td>Array</td><td>N</td><td>n/a</td><td>Document category identifiers</td></tr> <tr> <td>knowledge.documents.categories[].category</td><td>Object</td><td>Y</td><td>n/a</td><td>Document</td></tr> </table> </div> <div data-bbox="93 936 468 954" data-label="Page-Footer"> Genesys Knowledge Center Deployment Guide </div> <div data-bbox="890 936 910 953" data-label="Page-Footer"> 6 </div>]]></div>

field	type	mandatory	format	description
				category object
knowledge.documents.categories[].category.id	String	Y	n/a	Document category identifier
knowledge.documents[].customFields	Array	N	n/a	Document custom attributes
knowledge.documents[].customFields[].entry	Object	Y	n/a	Document custom attribute item
knowledge.documents[].customFields[].entry.key	String	Y	n/a	Document custom attribute name
knowledge.documents[].customFields[].entry.value	Array	Y	n/a	Document custom attribute value

Example of content of indexing file (v2)

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

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

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

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

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

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

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

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

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

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

  <title>
```

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

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

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

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

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

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

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

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

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

Importing Sample Data

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

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

Important

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

To import a sample knowledge base you need to:

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