



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Knowledge Center Developer's Guide

Knowledge Agent

12/14/2025

Knowledge Agent

Overview

Knowledge agent is an AMD-based module that can be used with RequireJS. It exports the `_gka` variable into the local context where it is accessed.

Configuration

_gka.initialize(options)	Examples
Description: Configure the Knowledge agent. • options Type: PlainObject A set of key/value pairs that configure the Agent. • host Type: String A network host where Knowledge API is stored. • kbId Type: String Knowledgebase default identifier to be used. • knowledgebases Type: String[] Knowledgebases identifiers to be used • lang Type: String Default language to be used. • agentId Type: String Agent ID • auth Type: String Agent ID • customerId Type: String	<pre>_gka.initialize({ host: 'http://localhost:8080', knowledgebases: ['knowledgefaq', 'knowledgearticles'] })</pre>

_gka.initialize(options)	Examples
Customer ID • authorization Type: String Basic authorization token • media (default: 'chat') Type: String Default search filter by media channel type • apiClientId (default: 'web') Type: String A web client identifier • apiClientMediaType (default: 'selfservice') Type: String A web client media type	

Knowledge Agent API

Once configuration is complete, the Agent can receive data from the Knowledge API. The `_gka` variable contains the following interfaces:

Method	Description
Knowledge Base Operations	
.getKnowledgeBases()	Retrieves list of knowledge bases supported
.getKnowledgeBaseInfo()	Retrieves information about the particular knowledge base
.getCategories()	Retrieves list of categories
.getFullContent()	Retrieves full content of particular document
FAQ retrieval	
.search()	Executes search for the answer for the given query
.getDocumentsByCategory()	Retrieves documents associated to a specific category
.getTrending()	Retrieves trending documents
.suggestions()	Provides autocomplete functionality
Feedback	
.noAnswer()	Marks query as the one that do not have valid answer in knowledge base
.vote()	Records user rating for the document within query
.advancedVote()	Advanced version of .vote()
.visit()	Registers viewing the document
.rating()	Registers 5-star rating for the document
.addRating()	Adds rating feedback to an existing vote

Knowledge Base Operations

Important

For additional information, please refer to the [Knowledge API](#) page.

<code>_gka.getKnowledgeBases(): Promise</code>	Example
Description: Retrieves information about the particular knowledge base.	<pre><code>_gkn.getKnowledgeBases().done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</code></pre>
Response • knowledgebases Type: PlainObject[] List of supported knowledgebases • name Type: String Name of knowledgebase • languages Type: String[] List of supported languages	<pre><code>{ "knowledgebases": [{ "name": "knowledgefaq", "languages": ["en"] }, { "name": "the_bank", "languages": ["en"] }] }</code></pre>
<code>_gka.getKnowledgeBaseInfo([options]): Promise</code>	Example
Description: Retrieves information about the knowledge base. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId (default: stored <code>_gka.kbId</code>) Type: String Particular knowledge base identifier.	<pre><code>_gkn.getKnowledgeBaseInfo().done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</code></pre>
Response	

<code>_gka.getKnowledgeBaseInfo([options]): Promise</code>	Example
• languages Type: String[] List of supported languages for given knowledgebase	<pre>{ languages: ['en', 'fr', 'de'] }</pre>
<code>_gka.getCategories(): Promise</code>	Example
Description: Retrieves list of categories.	<pre>_gkn.getCategories().done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</pre>
Response	
• categories Type: PlainObject[] List of supported categories • id Type: String Category identifier • name Type: String Category name • count Type: Number Total count of documents in category	<pre>{ "categories": [{ "id": "Home Mortgage", "name": "Home Mortgage", "count": 78 }, { "id": "Home Equity Basics", "name": "Home Equity Basics", "count": 78 }] }</pre>

_gka.getFullContent(options): Promise	Example
Description: Retrieves full content of particular document. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId Type: String Knowledge base identifier • docId Type: String Particular document identifier.	<pre>_gkn.getFullContent({ docId: 'knowledge' }).done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</pre>
Response	
• id Type: String • language Type: String • typeName Type: String • kbId Type: String • categories Type: String[] • created Type: Number • modified Type: Number • snippet	<pre>{ "id":"knowledge", "language":"en", "typeName":"qna_document_en", "kbId":"knowledge", "categories":["Booking trips"], "created":1402573911163, "modified":1402573911163, "snippet":"", "fields":{ "id":"knowledge", "created":1402573911163, "answer":"Every travel option we offer", "categories":["Booking trips"], "question":"What's the difference between", "modified":1402573911163 } }</pre>

_gka.getFullContent(options): Promise	Example
Type: String • fields • id Type: String • created Type: Number • answer Type: String • categories Type: String[] • question Type: String • modified Type: Number	

FAQ retrieval

_gka.search([options]): Promise	Example
Description: Executes search for the answer for the given query. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • from (default: 0) Type: Number Pagination offset. • size (default: 10) Type: Number Pagination page size • query (default: '') Type: String User typed query string • categories (default: []) Type: String[] List of categories that is used as a context for the current query • filters Type: String[] List of filters	<pre>_gkn.search({ from: 0, size: 10, query: '', categories: [] }).done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</pre>
Response	
• count Type: Number • page Type: PlainObject • from Type: Number	<pre>{ "count": 78, "page": { "from": 0, "size": 10 }, "documents": [{ "id": "knowledge",</pre>

<code>_gka.search([options]): Promise</code>	Example
• size Type: Number • documents Type: PlainObject[] • id Type: String • language Type: String • typeName Type: String • kbId Type: String • categories Type: String[] • created Type: Number • modified Type: Number • snippet Type: String • score Type: Number • fields Type: PlainObject • question Type: String	<pre> "language": "en", "typeName": "qna_document_en", "kbId": "knowledge", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "What is the difference\n", "score": 4.20981, "fields": { "question": "What is the difference", "answer": "Locking ensures that you" }, "morelikethis": [], "confidence": 1.0 }, { "id": "knowledge", "language": "en", "typeName": "qna_document_en", "kbId": "knowledge", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "How long do I have to pay", "score": 4.20981, "fields": { "question": "How long do I have", "answer": "If you obtained your" }, "morelikethis": [</pre>

<code>_gka.search([options]): Promise</code>	Example
• answer Type: String • morelikethis Type: String[] • confidence Type: Number • categories Type: PlainObject[] • id Type: String • name Type: String • count Type: String	<pre>], "confidence": 1.0 }], "categories": [{ "id": "Home Equity Basics", "name": "Home Equity Basics", "count": 78 }, { "id": "Home Equity Rates & Services", "name": "Home Equity Rates & Services", "count": 2 }] } </pre>
<code>_gka.getDocumentsByCategory(): Promise</code>	Example
Description: Retrieves documents associated to a specific category. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId Type: String Knowledge base identifier • catId Type: Number Category ID.	<pre> _gka.getDocumentsByCategory({ catId: options.categories[0] }).done(function(reponse) { console.log(response) }).fail(function (error, status) { console.warn(error) }); </pre>

_gka.getDocumentsByCategory(): Promise	Example
• from (default:0) Type: Number Pagination offset. • size (default: 10) Type: Number Pagination page size	
Response	
• count Type: Number[] • page Type: PlainObject • from Type: Number • size Type: Number • documents Type: PlainObject[] • id Type: String • language Type: String • typeName Type: String • kbId Type: String	<pre>{ "count": 78, "page": { "from": 0, "size": 10 }, "documents": [{ "id": "GBank_458", "language": "en", "typeName": "qna_document_en", "kbId": "GBank", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "What is the difference\n", "score": 4.20981, "fields": { "question": "What is the difference", "answer": "Locking ensures that you" }, "morelikethis": [</pre>

<code>_gka.getDocumentsByCategory(): Promise</code>	Example
• categories Type: String[] • created Type: Number • modified Type: Number • snippet Type: String • score Type: Number • fields Type: PlainObject • question Type: String • answer Type: String • morelikethis Type: String[] • confidence Type: Number • categories Type: PlainObject[] • id Type: String • name Type: String	<pre> "confidence": 1.0 }, { "id": "GBank_477", "language": "en", "typeName": "qna_document_en", "kbId": "GBank", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "How long do I have to pay", "score": 4.20981, "fields": { "question": "How long do I have", "answer": "If you obtained your" }, "morelikethis": [], "confidence": 1.0 }], "categories": [{ "id": "Home Equity Basics", "name": "Home Equity Basics", "count": 78 }, { "id": "Home Equity Rates & Services", "name": "Home Equity Rates & Services", "count": 2 }] } </pre>

_gka.getDocumentsByCategory(): Promise	Example
• count Type: String For additional information, please refer to the Knowledge API page.	
_gka.getTrending([options]): Promise	Example
Description: Retrieves trending documents. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • size (default: 10) Type: Number Pagination page size	<pre>_gka.getTrending().done(function(reponse) { console.log(response) }).fail(function (error, status) { console.warn(error) });</pre>
Response	
• count Type: Number[] • documents Type: PlainObject • id Type: String • language Type: String • typeName Type: String • kbId Type: String	<pre>{ "count": 78, "documents": [{ "id": "GBank_458", "language": "en", "typeName": "qna_document_en", "kbId": "GBank", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "What is the difference\n", "score": 4.20981, "fields": {</pre>

<code>_gka.getTrending([options]): Promise</code>	Example
• categories Type: String[] • created Type: Number • modified Type: Number • snippet Type: String • score Type: Number • fields Type: PlainObject • question Type: String • answer Type: String • morelikethis Type: String[] • confidence Type: Number • categories Type: PlainObject[] • id Type: String • name Type: String	<pre> "question": "What is the difference", "answer": "Locking ensures that you" }, "morelikethis": [], "confidence": 1.0 }, { "id": "GBank_477", "language": "en", "typeName": "qna_document_en", "kbId": "GBank", "categories": ["Home Equity Basics", "Home Mortgage"], "created": 1404823845989, "modified": 1404823845989, "snippet": "How long do I have to pay", "score": 4.20981, "fields": { "question": "How long do I have", "answer": "If you obtained your" }, "morelikethis": [], "confidence": 1.0 }], "categories": [{ "id": "Home Equity Basics", "name": "Home Equity Basics", "count": 78 }, { "id": "Home Equity Rates & Services", </pre>

<code>_gka.getTrending([options]): Promise</code>	Example
• count Type: String For additional information, please refer to the Knowledge API page.	<pre> "name": "Home Equity Rates & Services", "count": 2 }] }</pre>
<code>_gka.suggestions(options): Promise</code>	Example
Description: Provides autocomplete functionality. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • query Type: String User typed query string. • categories Type: String List of categories that are used as context for the query.	<pre> _gkn.suggestions({ query: 'ipad' }).done(function(response, status) { console.log(response) }).fail(function(error, status) { console.log(error) });</pre>
Response	
• suggestions Type: String[] For additional information, please refer to the Knowledge API page.	<pre> { "suggestions":["What else do I need to know at check-in", "What is a Non-Sufficient Funds fee", "What's a 401(k) plan?\n",] }</pre>

Feedback

<code>_gka.noAnswer(options): Promise</code>	Example
Description: Marks query as the one that do not have valid answer in knowledge base. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • from Type: Number Pagination offset. • size Type: Number Pagination page size • query Type: String User typed query string • categories Type: String[] List of categories that are used as context for the current query For additional information, please refer to the Knowledge API page.	<pre><code>_gkn.noAnswer ({ from: 0, size: 10, query: '', categories: [] }).fail(function(error, status) { console.log(error) })</code></pre>
<code>_gka.vote(options): Promise</code>	Example
Description: Records user ratings for the document within a query. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId Type: String Knowledge base identifier • docId	<pre><code>_gkn.like({ docId: 'groupon_22', relevant: false }).fail(function(error, status) { console.log(error) });</code></pre>

<code>_gka.vote(options): Promise</code>	Example
Type: String Particular document identifier. • relevant (default: true) Type: Boolean Whether the search result was relevant. • query Type: String User typed query string. • categories Type: String List of categories that are used as context for the query. • filters Type: String[] List of filters.	
Response	
• recordId Type: String[] Created vote ID	
<code>_gka.advancedVote(options): Promise</code>	Example
Description: Marks queries that do not have a valid answer in knowledge base. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API.	<pre>_gka.advancedVote({ likeDocId: 'id2', selection: ['id1', 'id2', id3'] });</pre>

_gka.advancedVote(options): Promise	Example
• kbId Type: String Knowledge base identifier • likeDocId Type: String Particular document identifier. • selection Type: String[] An array of document ID's in search result. • request (default: "") Type: PlainObject Request for the associated search. • query Type: String User typed query string. • categories Type: String[] List of categories that are used as context for the current query • filters Type: String[] List of filters. For additional information, please refer to the Knowledge API page.	
Response	
• recordId Type: String Created vote ID	

<code>_gka.visit(options): Promise</code>	Example
Description: Registers document views. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId Type: String Knowledge base identifier • docId Type: String Particular document identifier. • query Type: String User typed query string. • categories Type: String[] List of categories that are used as context for the current query. • filter Type: String[] List of filters.	<pre>_gkn.visit({ docId: "knowledge", }).fail(function(error, status) { console.log(error) });</pre>
<code>_gka.rating(options): Promise</code>	Example
Description: Registers 5-star rating for the document • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • kbId Type: String Knowledge base identifier	<pre>_gka.rating({ kbId: 'knowledgefaq', docId: '550e8400-e29b-41d4-a716-446655440000', comment: 'This document was very helpful', rating: 5 });</pre>

_gka.rating(options): Promise	Example
• docId Type: String Particular document identifier. • comment Type: String Text comment • rating Type: String enum (1, 2, 3, 4, 5) Rating for the document	
Response	
• recordId Type: String Created vote ID	
_gka.addRating(options): Promise	Example
Description: Add rating & comment to an existing vote. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • voteId Type: String Particular vote identifier • comment Type: String Text comment	<pre>_gka.addRating({ voteId: 'vote_id', comment: 'some comment', rating: 5 });</pre>

_gka.addRating(options): Promise	
• rating Type: String enum (1, 2, 3, 4, 5) Rating for the document	Example
Response	
Not Provided	

_gka.addComment(options): Promise	
Description: Registers document views. • options Type: PlainObject A set of key/value pairs that contains arguments for the RESTful API. • voteId Type: String Particular vote identifier. • comment Type: String[] Comment body	Example <pre>_gka.addComment({ voteId: 'vote_id', comment: 'some comment' });</pre>
Response	
• recordId Type: String Created vote ID	

Promise Object

The object returned by all methods of `_gka` variable implements the Promise interface, giving them all the properties, methods, and behaviour of a Promise (see [jQuery Deferred](#) for more information). It represents a value that may not be available yet.

promise.done(doneCallbacks [, doneCallbacks]): Promise	Example
Description: Add handlers to be called when the Deferred object is resolved. • doneCallbacks Type: Function(response, status) A function, or array of functions, that are called when the Deferred is resolved. • doneCallbacks Type: Function(response, status) Optional additional functions, or arrays of functions, that are called when the Deferred is resolved.	<pre>promise.done(function(response, status) { alert('ajax call succeeded'); console.log(response); console.log(status) });</pre>
promise.fail(failCallbacks [, failCallbacks]): Promise	Example
Description: Add handlers to be called when the Deferred object is rejected. • doneCallbacks Type: Function(error, status) A function, or array of functions, that are called when the Deferred is rejected. • doneCallbacks Type: Function(error, status) Optional additional functions, or arrays of functions, that are called when the Deferred is rejected.	<pre>promise.done(function() { alert('ajax call succeeded'); }).fail(function(error, status) { alert('ajax call failed'); console.log(error); console.log(status) });</pre>
promise.always(alwaysCallbacks [, alwaysCallbacks]): Promise	Example
Description: Add handlers to be called when the Deferred object is either resolved or rejected. • doneCallbacks Type: Function(response error, status) A function, or array of functions, that is called when the Deferred is	<pre>promise.always(function(responseOrError, status) { alert('ajax call completed with success or error callback arguments'); console.log(responseOrError); console.log(status) });</pre>

promise.always(alwaysCallbacks [, alwaysCallbacks]): Promise	Example
resolved or rejected. • doneCallbacks Type: Function(response error, status) Optional additional functions, or arrays of functions, that are called when the Deferred is resolved or rejected.	<pre>});</pre>
promise.state(): String	
Description: Determine the current state of a linked Deferred object. The .state() method returns a string representing the current state of the Deferred object. The Deferred object can be in one of three states: • pending: The Deferred object is not yet in a completed state (neither "rejected" nor "resolved"). • resolved: The Deferred object is in the resolved state, meaning that the doneCallbacks have been called (or are in the process of being called). • rejected: The Deferred object is in the rejected state, meaning that the failCallbacks have been called (or are in the process of being called).	