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Knowledge Center

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search Section

- `numberOfAnswers`
- `outOfDomainThreshold`
- `trendingPeriod`
- `numberOfAnswersInPreConfidenceSelection`
- `privilege.can-access-public`
- `wordsPerMin`

numberOfAnswers

Default Value: 6

Valid Values: Any integer greater than 0

Changes Take Effect: Immediately

Number of documents returned as the result of search operation (if other not specified directly in request)

numberOfAnswersInPreConfidenceSelection

Default Value: 20

Valid Values: Any integer greater than 0

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Number of documents deeply analyzed during search

outOfDomainThreshold

Default Value: 0.5

Valid Values: Any numeric greater than 0 and less than 1

Changes Take Effect: immediately

Discontinued: 9.0.000.15

Minimum confidence that document need to have to appear in search results

privilege.can-access-public

Default Value: true

Valid Values:

Changes Take Effect: Immediately
Introduced: 9.0.000.15

Enables/disables access to public knowledge for agents (authorized user). If set to true, agents able to access both public and private knowledge bases. If set to false, all agents have access to private knowledge bases only unless agent is granted special privilege"

trendingPeriod

Default Value: 10
Valid Values:
Changes Take Effect: Immediately

Number of the days from now that is document usage is analyzed for to show trending knowledge documents (the documents having most attention during the recent period).

wordsPerMin

Default Value: 160
Valid Values: Any integer greater than 0
Changes Take Effect: Immediately
Introduced: 9.0.000.15

Default words per minute rate that is used as basis in reading time calculation.