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Widgets Reference

Configuration

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Configuration

Description

KnowledgeCenterService, Search and ChatDeflection share the configuration namespace '_genesys.cxwidget.knowledgecenter'. KnowledgeCenterService defines connection options and default values for content retrieval options while other plugins have configuration specific for every particular function.

Example

```
window._genesys.cxwidget.knowledgecenter = {  
  host: 'http://gks-dep-stbl:9092/gks-server/v1',  
  knowledgebases: ['knowledgefaq', 'knowledgearticles'],  
  lang: 'en',  
  media: 'chat',  
  maxTrendingResults: 5,  
  maxSearchResults: 3,  
  apiClientId: 'widget',  
  apiClientMediaType: 'selfservice'  
}
```

Options

Name	Type	Description	Default	Required
host	string	Knowledge Center Server API URL	n/a	Always
knowledgebases	object	List of knowledge base IDs that knowledge will be searched in. Empty value will allow search in all knowledgebases that are publicly available		Always
lang	string	Language in which knowledge search will be executed	en	Always
media	string	Media that content needs to be searched for. Empty value allows any	all	

Name	Type	Description	Default	Required
		available content to be searched.		
maxTrendingResults	number	Maximum number of documents in trending response	5	
maxSearchResults	number	Maximum number of documents in search response	3	
apiClientId	string	Client ID of the application using knowledge (for reporting purposes).	cxwidget	
apiClientMediaType	string	Media type that knowledge uses (for reporting purposes).	selfservice	
tenantId	number	Specifies tenantId that needs to be used in requests to Knowledge Center. If not defined, this parameter is not added to requests.	not defined	