GENESYS™

Widgets Reference

Configuration

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Configuration

Description

KnowledgeCenterService, Search, and ChatDeflection share the configuration namespace '_genesys.widgets.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.widgets.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 knowledge bases that are publicly available.		Always
lang	string	Language in which knowledge search will be executed.	en	Always
enableHTML	boolean	By default, articles are fetched in plain-text. To enable HTML-formatted articles,	false	

Name	Type	Description	Default	Required
		set this value to true.		
media	string	Media that content needs to be searched for. Empty value allows any available content to be searched.	all	
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).	widgets	
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	
apiVersion	string	Knowledge Center Server API Version. 'v2' for 9.0 Knowledge Center, 'v1' for 8.5 Knowledge Center. (since 9.0.002.06)	v2	