



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 API Reference

Knowledge Base Operations

12/14/2025

Knowledge Base Operations

The Knowledge Base Operations API lets you explore how many categories your knowledge bases contain, what the categories are, and what specific articles are contained in a knowledge base.

Authorization

The operations carried out by the Knowledge Base Operations API can be accessed by all roles.

Complex Types

DocumentEntry Complex Type

Field	Type	Description
id	String	Unique document ID
kbId	String	Knowledge base ID
language	String	Document language
url	String	External URL associated with this document
media	String[]	List of media types associated with this document
tags	String[]	List of tags associated with this document
categories	String[]	List of categories associated with this document
created	Date	Document creation date, represented as a string in the format of "yyyy-MM-dd HH:mm:ss"
modified	Date	Document modification date, represented as a string in the format of "yyyy-MM-dd HH:mm:ss"
customFields	Map<String, Object>	Set of custom field values
question	String	FAQ question
answer	String	FAQ answer

ScoredDocumentEntry Complex Type

Field	Type	Description
All the fields of DocumentEntry		
score	Float	Relevancy score of document against particular search request obtained by core functionality

ConfidentDocumentEntry Complex Type

Field	Type	Description
All the fields of ScoredDocumentEntry		
confidence	Float	Confidence level of content against particular query

Pagination Complex Type

Field	Type	Description
from	int	Page offset
size	int	Page size

CategoryFacetItem

Field	Type	Description
id	String	Category Identifier
count	int	Count of categories with this id in obtained document selection

Retrieve a List of Supported Knowledge Bases

Description	Retrieves a list of supported knowledge bases that the user or agent identified by the http header of gkc_agentId may access.				
URL	/kbs/				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	None				
URL Parameters	Parameter	Type	Req?	Default	Description
	lang	String	No	"_all"	Language. Use _all for retrieving meta information about all knowledge bases, independently of supported language. Specify particular language for retrieving meta information of knowledge bases that support this language.
	sessionId	String	No	—	Session ID
Request	Empty				

Response	Field	Type	Description
	knowledgebases	KnowledgeBaseMeta	List of knowledge bases

Retrieve Knowledge Base Information

Description	Retrieves information about a specific knowledge base (including supported languages)				
URL	/kbs/{kbld}				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter		Type		Description
	{kbld}		String		Knowledge base ID
URL Parameters	Parameter		Type	Req?	Default
	sessionId		String	No	Session ID
Request	Empty				
Response	KnowledgeBaseMeta				

Get Knowledge Base Document Categories

Category Complex Type

Field	Type	Description
id	String	Unique category ID
name	String	Category name

Get Knowledge Base Document Categories

Description	Returns a list of categories
URL	/kbs/{kbld}/categories
Method	GET

Request Content-Type	—					
Response Content-Type	application/json					
Role	Any					
URL Identifiers	Parameter		Type		Description	
	{kbId}		String		Knowledge base ID	
URL parameters	Parameter		Type	Req?	Default	Description
	lang		String	No	"_default"	Language
	sessionId		String	No		Session ID
Request	Empty					
Response	Parameter		Type		Description	
	categories		Category		List of categories for a given knowledge base	

Get Knowledge Base Documents Associated With A Given Category

Description	Returns all document previews for the specified category		
URL	/kbs/{kbId}/{catId}/documents		
Method	GET		
Request Content-Type	—		
Response Content-Type	application/json		
Role	Any		
URL Identifiers	Parameter	Type	Description
	{kbId}	String	Knowledge base ID
	{catId}	String	Specific category ID. Use _all for retrieving all documents, independently of category. Specify particular category ID for retrieving documents from this category.

URL parameters	Parameter	Type	Required	Default	Description
	from	int	No	0	Start position for pagination, default=0
	size	int	No	0	Size of page for pagination, default=0. 0 means that you are about to retrieve all documents, related to given category.
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Session ID
Request	Empty				
Response	Field	Type	Description		
	count	int	Total count of documents in selection (pagination-independent)		
	page	Pagination	Pagination information		
	documents	DocumentEntry	Resulting selection of document		
	categories	CategoryFacetItem	Facet selection of categories, related to selected document set		

Get Top X Trending Documents

Description	Returns the top X trending documents				
URL	/kbs/{kbld}/top				
Method	GET				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledge base ID		
URL parameters	Parameter	Type	Required	Default	Description
	lang	String	No	"_default"	Language
	size	Integer	No		Size of selection to retrieve
	sessionId	String	No		Session id
Request	Empty				

Response	Field	Type	Description
	count	int	Total count of documents in selection (pagination-independent)
	documents	DocumentEntry	Resulting selection in document
	categories	CategoryFacetItem	Facet selection of categories, related to selected document set

Get Full Contents Of Document

DocumentContentEntry Complex Type

Field	Type	Description
All the fields of DocumentEntry		
answerContentType	String	Content type for rich rendering content of answer from field answerContent
answerContent	String	May contain content of answer in rich markup format, for instance in form of "text/html"
attachments	String []	List of urls of attachments that are related to this document.

Get full contents of the specified document

Description	Returns the full content of the specified document			
URL	/kbs/{kbld}/documents/{docld}			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	Any			
URL Identifiers	Parameter	Type	Description	
	{kbld}	String	Knowledge base ID	
	{docld}	String	Unique document ID	
URL parameters	Parameter	Type	Required	Description
	lang	String	No	"_default" Language ID
	sessionId	String	No	Session ID

Request	Empty
Response	<code>DocumentEntry</code>