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# Genesys Knowledge Center API Reference

Knowledge Center 8.5.1

3/7/2022

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# Genesys Knowledge Center API Reference

This API reference contains an overview of the Genesys Knowledge Center REST API and information about the three Knowledge Center APIs:

## Overview

Find out more information on the Genesys Knowledge Center REST API.

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[Overview](#)

## Knowledge

Find out how to use the Knowledge API to retrieve FAQ-related information from a knowledge base.

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[Knowledge API](#)

## Management

Find out how the Management API enables external systems to manage the content of knowledge bases.

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[Management API](#)

## Reporting

Find out how the Reporting API provides access to the historical reporting data.

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[Reporting API](#)

# Overview

The Genesys Knowledge Center REST API exposes three sets of functionality:

- The **Knowledge API** can be used by Knowledge Center Server clients who are interested in retrieving FAQ-related information from a knowledge base, including things like the structure of the knowledge base and its feedback data
- The **Management API** allows service components—such as content management systems, the Knowledge Center Administrator plugin, and data importers—to create, populate, and manage knowledge bases
- The **Reporting API** provides reporting engines—such as Easy Pulse or third-party products—with data on the various knowledge-related activities carried out by agents and customers

## Structure

- The methods in this API follow the structure and meaning documented below unless the method description explicitly states otherwise.
- The default data format is JSON.

## Structures

- **/{{resource-type}}**—URLs that have this format represent a set of instances of the specified resource type and are plural (for example, **kbs** or **categories**), unless the resource is a singleton in the specified context. Here are the default meanings of these operations:
  - **GET**—Retrieves a list of all instances of the resource
  - **POST**—Creates a new instance of the resource
  - **PUT**—Updates a set of instances of the resource
  - **DELETE**—Deletes a set of instances of the resource.
- **/{{resource-type}}/{{id}}**—URLs that have this format represent a specific instance of the resource type. Here are the default meanings of these operations:
  - **GET**—Retrieves information about the instance.
  - **POST**—N/A
  - **PUT**—Updates the instance with the specified information.
  - **DELETE**—Removes the instance.
- **/{{resource-type}}/{{id}}/{{operation}}**—URLs that have this format represent a non-CRUD operation for a specific instance of the resource type. Here are the default meanings of these operations:
  - **GET**—The executed operation is intended to retrieve data without modifying the underlying data

- **POST**—The executed operation is intended to update or add data to the underlying data
- **PUT**—N/A
- **DELETE**—N/A

## Versioning

- If a previous version of the API is to be used, resource URI's must contain a prefix of ***/v{ordinal}/*** to identify that fact.
- If no prefix is specified, the URI refers to the most recent version of the API.

## Authorization

You can use these APIs to access public knowledge bases without requiring authorization, whether on the part of your agents or your customers. However, for all other access, including agent-related queries against internal knowledge bases, you must provide the appropriate agent credentials.

The required authorization levels are described in the individual API reference sections.

## Authentication Overview

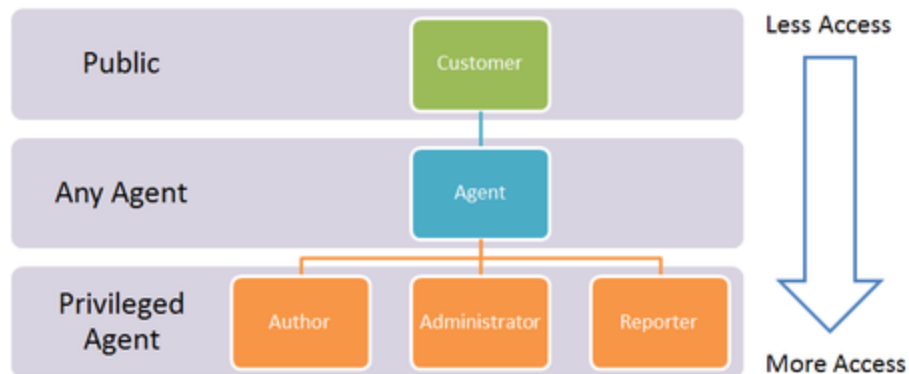
Genesys Knowledge Center Server doesn't have its own authentication mechanism. It is the responsibility of the broader Genesys environment or your corporate site to ascertain that somebody really is who he or she claims to be. This is applicable both for customers and agents. Applications that post requests to Knowledge Center Server will need to notify Knowledge Center Server of the validated identity of customers and agents.

### Authorization

There are two principal types of users:

- Customers
- Agents

Customers are allowed to access public information only. They do not have any extra permissions or access rights. Unless it is proven that a user is an agent, customer-level permissions will be used.



#### Access Roles for the REST APIs

Because of this, users who have a *Customer* role do not require authorization.

*Agent* is the most basic role in the contact center. The roles of *Administrator*, *Author*, and *Reporter* have additional capabilities that can be granted using privileges in the Genesys Configuration Layer.

When subtenancy functionality is enabled, agents can only access data from within their own subtenant. Also note that an agent can only belong to one subtenant at a time.

## Authorization, Agent and Customer Credentials

In order to get the appropriate level of authority, Knowledge Center Server receives agent and customer identifiers using special request header variables:

Identifies	Header Variable Name
Agent	gkc_agentId
Customer	gkc_customerId

The value of the **gkc\_agentId** request header parameter must correspond to the user identifier that has been configured in Config Server.

The **gkc\_customerId** request header parameter does not impose any restrictions on request processing, but is used as an identifier for data that is collected in the corresponding customer's history log.

## Examples

```
POST /v1/kbs/sample/search HTTP/1.1
gkc_customerId: some_customer_id
Content-Type: application/json
...
```

```
POST /v1/kbs/sample/langs/en/docs/delete HTTP/1.1
gkc_agentId: genesys_agent_id
Content-Type: application/json
...
```

You can also save the customer identifier in your Genesys Knowledge Center session storage. In this case, you must use a strict session-oriented Knowledge Center protocol, as shown here:

### Start

1. Associate the customer ID with the session.
2. Obtain the session ID that is related to this customer ID:

```
PUT /v1/sessions/new
gkc_customerId: some_customer_id
Content-Type: application/json
...
```

If the operation is successful, you'll receive a response with this structure:

Field	Type	Description
statusCode	String	"OK" in case of success
error	String	null on success or error description.
response	SessionInfo	Response payload
sessionId	String	Session identifier

3. Now you can use the **sessionId** resulting from from Step 2 as a parameter to the subsequent REST API calls to Knowledge Center server, as shown here:

```
POST /v1/kbs/sample/search?sessionId=<obtained-session-id> HTTP/1.1
gkc_customerId: some_customer_id
Content-Type: application/json
{
  ...
}
```

### End

## Request and Response Descriptions

### Request Execution Handling

- Each response contains an execution code along with the details of the response
- The execution codes have the following meanings:

HTTP Code	HTTP Description	Usage Guidelines
200	OK	The method has executed successfully
400	Bad Request	The request cannot be executed, as it is missing one or more mandatory parameters (parameters are missing in the query string or the request body)
401	Unauthorized	The user does not have permission to access this method
404	Not Found	The resource type or resource ID specified in the URI is unknown

HTTP Code	HTTP Description	Usage Guidelines
500	Internal Server Error	The request is valid, but the server had trouble executing it
503	Service Unavailable	The server was unable to serve the request at the time it was processed; the request may be resent later

- Execution codes are returned both as HTTP Response codes and in the special field of the response body (in JSON format)
- All response bodies returned by the server have the following standard high level structure:

```
{
  "statusCode": <execution code>,
  "error": {
    "type": <string>,
    "message": <string>
  },
  "response": {
    ...
  }
}
```

## Responses

Field	Type	Required	Description
statusCode	RestStatus	Yes	Execution code of the operation
error	Error	Yes	Detailed information on the error message. Present only if the operation executed was unsuccessfully.
response	complex	No	Response for the executed operation. This can be missing if an error occurred or if the method has nothing to report after execution (for example, if an object has been deleted).

## Error type

Field	Type	Required	Description
type	string	No	Defines an error sub-type that allows for specialization of the error messages within the status codes
message	string	Yes	Human-readable description of the error that occurred



# Knowledge API

## Introduction

You can use the Knowledge API to retrieve FAQ-related information from a knowledge base, including things like the structure of the knowledge base and its feedback data.

This API consists of four sections:

- The **Session Management API** allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.
- 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.
- You can use the **FAQ Retrieval API** to ask your knowledge base a question and find the answers, and also to find any documents that are related to this question.
- The **Feedback API** gives users a way to send feedback on how useful the responses were.

## API Index

Method	URI	Description
<b>Session Management</b>		
PUT	/sessions/new/	Creates a new session
GET	/sessions/{sessionId}	Retrieves information about an existing session by sessionId
POST	/sessions/{sessionId}	Associates a recognized user with a previously started anonymous session
<b>Knowledge Base Operations</b>		
GET	/kbs/	Retrieves a list of supported knowledge bases
GET	/kbs/{kbId}	Retrieves information about a specific knowledge base (including supported languages)
GET	/kbs/{kbId}/categories	Returns a list of categories
GET	/kbs/{kbId}/{catId}/documents	Returns all document previews for the specified category
GET	/kbs/{kbId}/top	Returns the top X trending documents
GET	/kbs/{kbId}/documents/{docId}	Returns the full content of the specified document
<b>FAQ retrieval</b>		
POST	/kbs/{kbId}/search	Executes a search for the answer to the given query
POST	/kbs/{kbId}/suggestions	IntelliSense
GET	/kbs/{kbId}/documents/{docId}/related	Returns content that is similar to the content in the specified document

Method	URI	Description
		document
GET	/kbs/{kbld}/spelling	Guesses the correct spelling for the entered query
<b>Feedback</b>		
POST	/feedback/{kbld}/noAnswer	Marks a query as not having a valid answer in the knowledge base
POST	/feedback/{kbld}/documents/{docId}/vote	Record the user rating for the document within the query
POST	/feedback/{kbld}/documents/{docId}/advancevote	Register positive vote for one document and negative vote for all other in provided list
PUT	/feedback/{kbld}/documents/{docId}/view	Increment the counter of the viewed document

## Knowledge API request

All knowledge API requests may contain additional URL parameter “locale” for specifying the language which is used for error messages in case of request failure.

## Knowledge API response

The body of every response returned by the Knowledge API has a standard high-level structure:

```
{
  "statusCode": <execution code>,
  "error": {
    "type": <string>,
    "message": <string>
  },
  "response": {
    ... },
  "sessionId" : <string>
}
```

Field	Type	Mandatory	Description
statusCode	String	Yes	Execution code of the operation. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
error	Error	Yes	Detailed information on the error message. Present only if the operation executed was unsuccessfully.
response	complex	No	Response PAYLOAD for the executed operation. This can be missing if an error occurred or if the method has nothing to report after execution (for example, if an object has been deleted).
sessionId	String	No	Actual session ID (either obtained from the sessionId parameter, or auto-generated [if the method has been called without sessionId parameter])

## Global Complex Types

### SessionInfo Complex Type

Field	Type	Mandatory	Description
agentId	String	No	ID of identified agent
customerId	String	No	ID of identified customer
globalVisitId	String	No	ID of registered global visit
visitId	String	No	ID of identified visit

### FilterCondition

Field	Type	Mandatory	Description																						
field	String	Yes	The name of the field to be filtered. Use <i>customFields.&lt;field_name&gt;</i> for referring to a custom field																						
operator	String	Yes	The operator for expressing the condition. Valid values are:																						
			<table><tr><th colspan="2">Operator</th><th>Definition</th></tr><tr><td>lt</td><td>unary</td><td>less than</td></tr><tr><td>le</td><td>unary</td><td>less than or equal to</td></tr><tr><td>eq</td><td>unary</td><td>equals</td></tr><tr><td>ge</td><td>unary</td><td>greater than or equal to</td></tr><tr><td>gt</td><td>unary</td><td>greater than</td></tr><tr><td>between</td><td>binary</td><td>between values</td></tr></table>		Operator		Definition	lt	unary	less than	le	unary	less than or equal to	eq	unary	equals	ge	unary	greater than or equal to	gt	unary	greater than	between	binary	between values
			Operator		Definition																				
			lt	unary	less than																				
			le	unary	less than or equal to																				
			eq	unary	equals																				
			ge	unary	greater than or equal to																				
gt	unary	greater than																							
between	binary	between values																							
value	String	Yes for unary	Value for comparison in unary conditions (lt, le, eq, ge, gt).																						
a	String	Yes for binary	Left border for comparison in binary operation (from).																						
b	String	Yes for binary	Right border for comparison in binary operation (to).																						

### KnowledgeBaseMeta

Field	Type	Description
id	String	Knowledge base ID
name	String	Name of knowledge base
active	boolean	Is this knowledge base active
public	boolean	Is this knowledge base public or private
customFields	CustomFieldMeta	Configuration of custom fields for this knowledge base
languages	Map <String, KbLanguageMeta>	Metadata that describes language-specific settings for all available languages of this knowledge base
description	String	Knowledge base description
access	AccessRuleMeta	Skill-based rules of accessing this knowledgebase

Field	Type	Description
behaviour	BehaviourOptions	Options that describe specific behavior features of knowledge base

## KbLanguageMeta

Field	Type	Description
name	String	Name of knowledgebase in this particular language
description	String	Description of knowledgebase in this particular language
defaultFilterConditions	FilterCondition[]	Set of conditions that filter results retrieved by QNA in this particular language.
schema	Enum {basic,nlp}	The way which GKS analyzes text in knowledgebase in this particular language. GKS uses Nlp, or natural language processing, to improve retrieving quality. Basic means that GKS utilizes basic elasticsearch functionality during retrieving.
default	boolean	This flag indicates that this particular language is the default language for this knowledge base.

## AccessRuleMeta

Field	Type	Description
all	boolean	This flag indicates that the knowledgebase does not restrict access based on skills. Value of true means that GKS will ignore the set of skills in the skills field.
skills	String[]	The set of skills that restrict user access to knowledgebase. Only users with at least one of the listed skills can access the knowledgebase. This restriction takes effect only if the field all contains a value of false.

## BehaviourOptions

This type consists of a set of named complex options, each of which describes knowledgebase behavior from a specific point of view. At the moment the only set of options is the faq options set.

### BehaviourOptions.faq

Field	Type	Description
outOfDomain	float	Confidence level threshold for casting documents with a low level of relevancy that are obtained from a retrieving selection
numberOfAnswersInPreConfidenceSelection	int	Relevance scores from document count are used to compute a confidence selector that calculates the confidence for each obtained document selection.
trendingPeriodInDays	int	Period in days for computing trends against user activity.
numberOfAnswers	int	Maximum count of documents in the result selection once QNA retrieving is complete.

## CustomFieldMeta

Field	Type	Description																								
name	String	Field name																								
type	String	Field type. Enumeration of  { string, numeric, datetime } Depending on “type” CustomFieldMeta contains range of additional properties: <b>CustomFieldMeta (type=“datetime”)</b> <table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>stringFormat</td><td>String</td><td>Format of representation of date. For example: “yyyy-MM-dd HH:mm:ss”</td></tr></table> <b>CustomFieldMeta (type=“numeric”)</b> <table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>stringFormat</td><td>String</td><td>Regular expression for value validation</td></tr><tr><td>minValue</td><td>Numeric</td><td>Minimum acceptable value (or null if there are no restriction on minimum value)</td></tr><tr><td>maxValue</td><td>Numeric</td><td>Minimum acceptable value (or null if there are no restriction on maximum value)</td></tr></table> <b>CustomFieldMeta (type=“string”)</b> <table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>regex</td><td>String</td><td>Regular expression for value validation</td></tr></table>	Field	Type	Description	stringFormat	String	Format of representation of date. For example: “yyyy-MM-dd HH:mm:ss”	Field	Type	Description	stringFormat	String	Regular expression for value validation	minValue	Numeric	Minimum acceptable value (or null if there are no restriction on minimum value)	maxValue	Numeric	Minimum acceptable value (or null if there are no restriction on maximum value)	Field	Type	Description	regex	String	Regular expression for value validation
		Field	Type	Description																						
		stringFormat	String	Format of representation of date. For example: “yyyy-MM-dd HH:mm:ss”																						
		Field	Type	Description																						
		stringFormat	String	Regular expression for value validation																						
		minValue	Numeric	Minimum acceptable value (or null if there are no restriction on minimum value)																						
		maxValue	Numeric	Minimum acceptable value (or null if there are no restriction on maximum value)																						
		Field	Type	Description																						
		regex	String	Regular expression for value validation																						
		displayName	String	Field display name																						
defaultValue	String	Field default value																								

## SearchRequest

Field	Type	Required	Description
query	String	Yes	User-typed query string
filters	<b>FilterCondition[]</b>	No	List of filters
categories	String[]	No	Set of categories for filtering documents related to these categories
tags	String[]	No	Set of tags for extra filtering of documents related to these tags

# Session Management

The Session Management API allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.

## Authorization

The operations carried out by the Session Management API can be accessed by all roles.

## Create Session

<b>Description</b>	Creates a new session			
<b>URL</b>	/sessions/new			
<b>Method</b>	PUT			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	Any			
<b>URL IDs</b>	None			
<b>URL Parameters</b>	—			
<b>HTTP Header</b>	<b>Field</b>	<b>Type</b>	<b>Req</b>	<b>Description</b>
	gkc_agentId	String	No	Agent ID
	gkc_customerId	String	No	Customer ID
<b>Request Body</b>	Optional			
	<b>Field</b>	<b>Type</b>	<b>Req</b>	<b>Description</b>
	visitId	String	No	Visit ID
	globalVisitId	String	No	Global Visit ID
<b>Response</b>	<b>SessionInfo</b>			
<b>Notes</b>	Returns information about created session or error.			

## Retrieving Session Information

<b>Description</b>	Retrieves information about an existing session by sessionId		
<b>URL</b>	/sessions/{sessionId}		
<b>Method</b>	GET		
<b>Request Content-Type</b>	—		
<b>Response Content-Type</b>	application/json		
<b>Role</b>	Any		
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>
	{sessionId}	String	Session ID
<b>HTTP Header</b>	<b>Field</b>	<b>Type</b>	<b>Req</b>
	gkc_agentId	String	No
	gkc_customerId	String	No
<b>URL parameters</b> None			
<b>Response</b>	<a href="#">SessionInfo</a>		
<b>Notes</b>	Returns information about the existing session of the specified ID, or response of “Session not found” error if session with specified Id does not exist.		

## Update Session Information

<b>Description</b>	Associates a Customer ID, visitId, globalVisitId with a previously started session if referred by sessionId session already created. In case when session with given sessionId does not exist, such session will be automatically created and associated to Customer ID, visitId, globalVisitId		
<b>URL</b>	/sessions/{sessionId}		
<b>Method</b>	POST		
<b>Request Content-Type</b>	application/json		
<b>Response Content-Type</b>	application/json		
<b>Role</b>	Any		
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>
	{sessionId}	String	Session ID

HTTP Header				
	Field	Type	Req	Description
	gkc_agentId	String	No	Agent ID
Request Body	gkc_customerId	String	No	Customer ID
	Optional			
	Field	Type	Req	Description
	visitId	String	No	Visit ID
Response	globalVisitId	String	No	Global Visit ID
	SessionInfo			
Notes	Returns information about session, identified by given sessionId or error.			



# 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 <a href="#">DocumentEntry</a>		
score	Float	Relevancy score of document against particular search request obtained by core functionality

## ConfidentDocumentEntry Complex Type

Field	Type	Description
All the fields of <a href="#">ScoredDocumentEntry</a>		
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

<b>Description</b>	Retrieves a list of supported knowledge bases that the user or agent identified by the http header of gkc_agentId may access.				
<b>URL</b>	/kbs/				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL Identifiers</b>	None				
<b>URL Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Req?</b>	<b>Default</b>	<b>Description</b>
	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
<b>Request</b>	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	Description
	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

<b>Description</b>	Returns a list of categories
<b>URL</b>	/kbs/{kbld}/categories
<b>Method</b>	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

<b>Description</b>	Returns all document previews for the specified category		
<b>URL</b>	/kbs/{kbId}/{catId}/documents		
<b>Method</b>	GET		
<b>Request Content-Type</b>	—		
<b>Response Content-Type</b>	application/json		
<b>Role</b>	Any		
<b>URL Identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>
	{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
<b>Request</b>	Empty				
<b>Response</b>	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

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

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

---

<b>Request</b>	Empty
<b>Response</b>	DocumentEntry

# FAQ Retrieval

You can use the FAQ Retrieval API to ask your knowledge base a question and find the answers, and also any documents that are related to this question.

## Authorization

The operations carried out by the FAQ Retrieval API can be accessed by all roles.

## Search For Answers

<b>Description</b>	Executes a search for the answer to the given query			
<b>URL</b>	/kbs/{kbld}/search			
<b>Method</b>	POST			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	Any			
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>	
	{kbld}	String	Knowledge base ID	
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	spellcheck	Boolean	No	Spell checking strategy
	lang	String	No	Language ID
	sessionId	String	No	Session ID
	size	Integer	No	Count of documents for retrieving
<b>Request</b>	SearchRequest			
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>	
	count	int	Total count of documents in selection (pagination-independent)	
	documents	ConfidentDocument	Resulting selection of document	
	categories	CategoryFacet	Facet selection of categories, related to selected document	



	Field	Type	Description
		set	

## IntelliSense

<b>Description</b>	IntelliSense				
<b>URL</b>	/kbs/{kbld}/suggestions				
<b>Method</b>	POST				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbld}	String	Knowledge base ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Session ID
<b>Request</b>	SearchRequest				
<b>Output</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	suggestions	String[]	Autocompletion suggestions		

## More Like This

<b>Description</b>	Returns content that is similar to the content in the specified document				
<b>URL</b>	/kbs/{kbld}/documents/{docId}/morelikethis				
<b>Method</b>	GET				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				

<b>Role</b>	Any				
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Document ID		
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Session ID
<b>Response</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>		
	count	int	Total count of documents in selection (pagination-independent)		
	documents	ConfidentDocumentResult	Resulting selection of document		
	categories	CategoryFacetItem	Facet selection of categories, related to selected document set		

## Guess Spelling Correction

<b>Description</b>	Guesses the correct spelling for the entered query			
<b>URL</b>	/kbs/{kbId}/spelling			
<b>Method</b>	GET			
<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	Any			
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>	
	{kbId}	String	Knowledge base ID	
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Req?</b>	<b>Description</b>
	lang	String	No	Language ID, or _default
	number	int	No	Number of suggestions to be proposed. The default value is 1
	text	String	Yes	Text for spell checking
<b>Request</b>	Empty			

<b>Response</b>			
	<b>Field</b>	<b>Type</b>	<b>Description</b>
	suggestions	suggestion[]	Spell check suggestions
	Each item of suggestions has the following structure		
	<b>Field</b>	<b>Type</b>	<b>Description</b>
	word	String	Token from checked text
	suggestions	String[]	Suggestions for spell correction in descending order of relevancy

# Feedback

The Feedback API gives users a way to send feedback on how useful the responses were.

## Important

The Feedback covered by this API conveys how relevant specific answers have been in response to the search questions. This kind of information is not available for browsing articles based on categories.

## Authorization

The operations carried out by the Feedback API can be accessed by all roles.

## HistoryRecordId Complex Type

Field	Type	Description
recordId	String	Identifier of record in history storage

## No Answer

<b>Description</b>	Marks a query as not having a valid answer in the knowledge base				
<b>URL</b>	/feedback/{kbId}/noAnswer				
<b>Method</b>	POST				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbId}	String	Knowledge base ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	Yes	"_default"	Language ID

	Parameter	Type	Required	Default	Description
	sessionId	String	No	—	Session ID
<b>Request</b>	Search query, as described in "Search for answers" in the FAQ Retrieval API section				
	Parameter	Type	Required	Default	Description
	query	String	Yes		User query
	categories	String[]	No		Related categories
<b>Response</b>	HistoryRecordId				
<b>Notes</b>	Returns id of the history record that was created as a result of the NoAnswer vote.				

## Register Vote

<b>Description</b>	Records the user rating for the document within the query				
<b>URL</b>	/feedback/{kbId}/documents/{docId}/vote				
<b>Method</b>	POST				
<b>Request Content-Type</b>	—				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL IDs</b>	Parameter	Type	Description		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Document ID		
<b>URL Parameters</b>	Parameter	Type	Required	Default	Description
	relevant	Boolean	No	true	Was the search result relevant?
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Unique session ID
<b>Request</b>	SearchRequest				
<b>Response</b>	HistoryRecordId				
<b>Notes</b>	Returns id of the history record that was created as a result of the vote.				

## Register Vote for Query Results

Description	Tallies <b>request.likeDocId</b> as a positive vote, as well as all of the documents from <b>request.selection</b> , excluding <b>request.likeDocId</b> as negative in relation to the request.				
URL	/feedback/{kbId}/documents/{docId}/advancevote				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL IDs	Parameter	Type	Description		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Document ID		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	No	"_default"	Language ID
	sessionId	String	No	—	Unique session ID
Request	AdvanceVote				
	Field	Type	Required	Description	
	likeDocId	String	Yes	ID of document for which a positive vote is being registered	
	selection	String []	No	ID ranges of documents for which a negative vote is being registered. Includes all IDs in the selection, including those documents for which a positive vote is being registered.	
	request	SearchRequest	Yes	Original search request.	
Response	HistoryRecordId				
Notes	Returns id of the history record that was created as a result of the advance vote.				

## Register Visit

<b>Description</b>	Increments the counter of the viewed document
<b>URL</b>	/feedback/{kbId}/documents/{docId}/visit
<b>Method</b>	POST
<b>Request Content-Type</b>	—

<b>Response Content-Type</b>	application/json				
<b>Role</b>	Any				
<b>URL IDs</b>	<b>Parameter</b>	<b>Type</b>	<b>Description</b>		
	{kbId}	String	Knowledge base ID		
	{docId}	String	Unique document ID		
<b>URL parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	lang	String	No	"_default"	Language
	sessionId	String	No	—	Unique session ID for history tracking
<b>Request</b>	SearchRequest				
<b>Response</b>	HistoryRecordId				
<b>Notes</b>	Returns id of the history record that was created as a result of the visit registering.				

Add user comment to particular vote

### VoteComment Complex Type

Field	Type	Description
comment	String	Text of user comment

Add user comment to particular vote

Description	Adds text of user comment to record of particular vote		
URL	/vote/{voteId}/		
Method	PUT		
Response Content-Type	application/json		
Role	Any		
URL IDs	Parameter	Type	Description
	{voteId}	String	Identifier of the record in history storage, obtained as a result of registering the vote.
URL	-		

---

parameters	
<b>Request Body</b>	<code>VoteComment</code>
<b>Response</b>	RecordIdResponse
<b>Notes</b>	Returns the same record id that was sent as the voteld in the parameters.



# Management API

## Management REST API Overview

This API enables external systems to manage the content of knowledge bases stored in the index of Genesys Knowledge Server.

## Authorization

You must have author privileges to access the Management API. This can be configured in the Knowledge Center Administrator plugin.

## Overview of Management API Requests

Method	URL	Description
POST	/management/kbs/{kbId}/langs/{lang}/docs	Create or update FAQ documents for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/docs	Remove FAQ documents for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	For the specified FAQ document, get a set of alternative questions for a specific language in a specific knowledge base
POST	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	For the specified FAQ document, add a set of alternative questions for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative	Remove the specified alternative questions from a FAQ document for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/feedbacks	Gather feedback on the specified FAQ document for a specific language in a specific knowledge base
GET	/management/kbs/{kbId}/langs/{lang}/reports/unanswered	Gather unanswered questions for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/langs/{lang}/reports/unanswered	Mark unanswered questions as processed for a specific language in a specific knowledge base
DELETE	/management/kbs/{kbId}/purge	Purge the specified knowledge base
DELETE	/management/kbs/purgeAll	Purge an entire knowledge space

Method	URL	Description
<b>Attachments</b>		
GET	/management/kbs/{kbld}/langs/{lang}/docs/{docld}/attachments	Return all attachments related to the specified document
POST	/management/kbs/{kbld}/langs/{lang}/docs/{docld}/attachments	Add a new attachment info to the specified document
DELETE	/management/kbs/{kbld}/langs/{lang}/docs/{docld}/attachments	Remove an attachment from the specified document

## Detailed Description of Management API Requests

### Create Or Update FAQ Documents

<b>Description</b>	Create or update FAQ documents for a specific language in a specific knowledge base				
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/docs				
<b>Method</b>	POST				
<b>Request Content-Type</b>	application/json				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	AUTHOR				
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Default</b>	<b>Description</b>
	{kbld}	String	Yes		Knowledge base ID
	{lang}	String	Yes		Language ID
	isComplete	Boolean	No	False	Is the content that was sent for the current knowledge base in the current language complete? If yes, then Knowledge Center Server completely recreates the current knowledge base
	returnCreatedDocuments	Boolean	No	True	Does the response contain all of the content for each document that was created or updated, or just their identifiers

Request Body	Field	Type	Required	Description
	documents	Collection (FAQ)	Yes	Collection of FAQ documents. If the IDs of some of the FAQ documents in the request body aren't specified or don't exist in the index of Knowledge Center Server, then new FAQ documents will be created in the index.
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}.
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	IndexDocumentsStatus	Yes	
Notes	This request allows you to create new knowledge base+language branches in Knowledge Center Server. To create a new knowledge base with a new language, a FAQ document with the IDs of that knowledge base and language should be sent in the request body.			

## Index Document Status

Field	Type	Description
created	int	Number of documents that were added to index
updated	int	Number of updated documents
skipped	int	Number of documents that were not created or updated due to issues that occurred during the creation or update process. Extra information about each issue is placed into an indexStatus item, which has a DocumentStatus structure
indexStatus	DocumentStatus[] or ShortDocumentStatus[]	Status of processed (newly-created, updated, or skipped) FAQ documents. If returnCreatedDocuments == true then indexStatus has a type of DocumentStatus[]. Otherwise indexStatus has a type of ShortDocumentStatus[].

## Remove FAQ Documents

<b>Description</b>	Remove FAQ documents for a specific language in a specific knowledge base
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/docs
<b>Method</b>	DELETE
<b>Request</b>	application/json

<b>Content-Type</b>				
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AUTHOR			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
<b>Request Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	documentIds	Collection<String>	Yes	IDs of FAQ documents to be removed
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	DeleteDocumentsStatus	No	Status of the deleted documents

## Delete Document Status

Field	Type	Description
deleted	int	Number of documents that were deleted from index
notfound	int	Number of documents that were not found
skipped	int	Number of documents that were not deleted due to issues that occurred during the deletion process. Extra information about each issue is placed into an indexStatus item, which has a DocumentStatus structure
indexStatus	ShortDocumentStatus	Status of processed (deleted, not found, or skipped) FAQ documents.

## Get Alternative Questions

<b>Description</b>	For the specified FAQ document, get a set of alternative questions for a specific language in a specific knowledge base
<b>URL</b>	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative
<b>Method</b>	GET

<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	CMS			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
<b>Request Body</b>	—			
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	Collection<String>		List of alternative FAQs for the document

## Modify List of Alternative Questions in a FAQ Document

<b>Description</b>	For the specified FAQ document, add a set of alternative questions for a specific language in a specific knowledge base			
<b>URL</b>	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative			
<b>Method</b>	POST			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AGENT			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	Knowledge base ID

	Parameter	Type	Required	Description
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
Request Body	Field	Type	Required	Description
	alternativeQuestions	Collection<String>	Yes	List of alternative questions to add to the FAQ document
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

## Remove A List of Alternative Questions

Description	Remove the specified alternative questions from a FAQ document for a specific language in a specific knowledge base			
URL	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative			
Method	DELETE			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	AUTHOR			
Parameters	Parameter	Type	Required	Description
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
Request Body	Field	Type	Required	Description
	alternativeQuestions	Collection<String>	Yes	List of alternative questions to remove from the FAQ document

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

## Gather Feedback on a FAQ Document

<b>Description</b>	Gather feedback on the specified FAQ document for a specific language in a specific knowledge base			
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/docs/{docld}/feedbacks			
<b>Method</b>	GET			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AGENT			
<b>Parameters</b>	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docld}	String	Yes	Use _all for retrieving all feedback, independently of document. Specify particular document ID for retrieving feedback for particular document.
	from	int	No	Pagination offset
	size	int	No	Pagination page size, default 10
	startDate	Date	No	Start date of requested period
	endDate	Date	No	End date of requested period
	duration	String	No	Period with a duration of {"now" - duration} - "now"}
	type	String	No	"LIKE" or "DISLIKE"
	unprocessedOnly	Boolean	No	"true" for retrieving feedback that wasn't marked as being processed by an agent, "false" for retrieving all feedback

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	FeedbackInfo	No	<pre> FeedbackInfo {     count    Long        // total count of feedback items according to given parameters     from     Integer     // pagination offset     items    Feedback[] // feedback items itself     size     Integer     // count of items in current page (pagination) }  Feedback {     id        String // feedback item id     document  PartialDocument // stored in the feedback item essential document data     moment    String // when this event was registered into history     originator String // "AGENT"   "CUSTOMER"     question  String // text of question     type      String // "POSITIVE"   "NEGATIVE" } </pre>

## Gather Unanswered Questions

<b>Description</b>	Gather unanswered questions for a specific language in a specific knowledge base
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/reports/unanswered
<b>Method</b>	GET
<b>Request Content-Type</b>	application/json
<b>Response Content-Type</b>	application/json



Role	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	from	int	No	Pagination offset
	size	int	No	Pagination page size, default 10
	startDate	Date	No	Start date of requested period
	endDate	Date	No	End date of requested period
	duration	String	No	Period with a duration of {"now" – duration} – "now"}
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
Response Body	response	UnansweredInfo	No	<pre> UnansweredInfo {     count    Long    // total count of feedback items according to given parameters     from     Integer // pagination offset     items    HistoryEntry[] // saved items of history     size     Integer // count of items in current page (pagination) }  HistoryEntry {     id        String // history item id     agentId   String     customerId String     duration  Integer // time of api call processing (milliseconds)     knowledgebaseId String     language  String     moment    String // the moment of adding this history item (when it occured) </pre>

Field	Type	Required	Description
			<pre>       nodename  String  // Knowledge       Center node name       originator String  // AGENT,       CUSTOMER       processed  String  // flag of       processing this event by agent       sessionId  String  // session id       tenantId   String       visitId    String     } </pre>

## Mark Unanswered Questions As Processed

<b>Description</b>	Mark unanswered questions as processed for a specific language in a specific knowledge base			
<b>URL</b>	/management/kbs/{kbId}/langs/{lang}/reports/unanswered			
<b>Method</b>	DELETE			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AUTHOR			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
<b>Request Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	historyIds	Collection<String>	Yes	IDs of history items to mark as processed
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

## Purge a Specific Knowledge Base

<b>Description</b>	Purge the specified knowledge base			
<b>URL</b>	/management/kbs/{kbId}/purge			
<b>Method</b>	DELETE			
<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	ADMINISTRATOR			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	ID of knowledge base to be purged
<b>Request Body</b>	—			
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

## Purge An Entire Knowledge Space

<b>Description</b>	Purge an entire knowledge space			
<b>URL</b>	/management/kbs/purgeAll			
<b>Method</b>	DELETE			
<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	ADMINISTRATOR			

Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	ID of knowledge base to be purged
<b>Request Body</b>	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).

## Get All Attachments

<b>Description</b>	Return all attachments related to the specified document			
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/docs/{docId}/attachment			
<b>Method</b>	GET			
<b>Request Content-Type</b>	—			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AGENT			
Parameters	Parameter	Type	Required	Description
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
<b>Request Body</b>	—			
Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}

	Field	Type	Required	Description
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	Attachment	No	List of attachments: See <b>Attachment</b> global type described below

## Add Attachment

<b>Description</b>	Add a new attachment info to the specified document			
<b>URL</b>	/management/kbs/{kbld}/langs/{lang}/docs/{docld}/attachment			
<b>Method</b>	POST			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AUTHOR			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbld}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docld}	String	Yes	Document ID
<b>Request Body</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>	
	fileName	String	Original file name	
	url	String	URL of the file	
	content	String	Base64-encoded document content	
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	response	IndexDocument	Yes	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND,

	Field	Type	Required	Description
				BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}
<b>Notes</b>	<p>Note that the attachment URL serves as a primary key for the attachment. In the context of a particular document, all URLs must be unique.</p> <p>See all supported document formats on the <a href="#">Apache Tika page</a></p>			

## Remove Attachments

<b>Description</b>	Remove a list of attachments from the specified document			
<b>URL</b>	/management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachment			
<b>Method</b>	DELETE			
<b>Request Content-Type</b>	application/json			
<b>Response Content-Type</b>	application/json			
<b>Role</b>	AUTHOR			
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	{kbId}	String	Yes	Knowledge base ID
	{lang}	String	Yes	Language ID
	{docId}	String	Yes	Document ID
<b>Request Body</b>	<b>Field</b>	<b>Type</b>	<b>Description</b>	
	url	String[]	The list of URLs of attachments to remove from the document	
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>
	error	Error	Yes (if statusCode != OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode != OK).
	response	IndexDocument	Yes	Yes
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code. Enum of {OK, NOT_FOUND, BAD_REQUEST, UNAUTHORIZED,

	Field	Type	Required	Description
				METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}

## Complex Types—Requests

### FAQ

Field	Type	Required	Description
id	String	Optional	If it isn't specified in the request body, a new FAQ document ID will be generated
question	String	Mandatory	Text of the question
answer	String	Mandatory	Text of the answer
categories	Collection<Category>	Optional	List of the categories a FAQ document belongs to
customFields	Map<String : String>	Optional	List Custom fields in document
media	String []	Optional	Media type of a FAQ document
tags	String []	Optional	Related tags
url	String	Optional	Related outer URL
created	String	no effect in request (skip it in requests)	Date of document creation
modified	String	no effect in request (skip it in requests)	Date of last modification of document
kbId	String	no effect in request (skip it in requests)	Knowledge base where a document belongs
language	String	no effect in request (skip it in requests)	Language of document

### Category

Field	Type	Required	Description
id	String	No	Category ID
name	String	Yes	Category name

## Custom Field

Field	Type	Required	Description
name	String	Yes	Custom field name
value	String	Yes	Custom field value

## Feedback

Field	Type	Required	Description
type	String	Yes	Type of feedback: "POSITIVE" or "NEGATIVE"
originator	String	Yes	Role of the person who originated the feedback: "AGENT" or "CUSTOMER"
moment	Date	Yes	The moment when the feedback was registered
question	String	Yes	Question posted by the originator

## Complex Types—Responses

### Document Status

Field	Type	Required	Description
operationStatus	String	Yes	Status of executed operation: "ADDED", "UPDATED", "DELETED", "ERROR"
document	FAQ	No	ID of resultant FAQ document
errorMessage	String	No	Provided if operationStatus == "ERROR"

### ShortDocumentStatus

Field	Type	Required	Description
operationStatus	String	Yes	Status of executed operation: "ADDED", "UPDATED", "DELETED", "ERROR", "NOTFOUND"
document	String	No	ID of resultant FAQ document
errorMessage	String	No	Provided if operationStatus == "ERROR"

## RestStatus Global Enum

The **RestStatus** enum provides a status code with the following values:

RestStatus : {



---

```
CONTINUE, SWITCHING_PROTOCOLS, OK, CREATED, ACCEPTED, NON_AUTHORITATIVE_INFORMATION,
NO_CONTENT, RESET_CONTENT, PARTIAL_CONTENT, MULTI_STATUS, MULTIPLE_CHOICES,
MOVED_PERMANENTLY, FOUND, SEE_OTHER, NOT_MODIFIED, USE_PROXY, TEMPORARY_REDIRECT,
BAD_REQUEST, UNAUTHORIZED, PAYMENT_REQUIRED, FORBIDDEN, NOT_FOUND,
METHOD_NOT_ALLOWED, NOT_ACCEPTABLE, PROXY_AUTHENTICATION, REQUEST_TIMEOUT,
CONFLICT, GONE, LENGTH_REQUIRED, PRECONDITION_FAILED, REQUEST_ENTITY_TOO_LARGE,
REQUEST_URI_TOO_LONG, UNSUPPORTED_MEDIA_TYPE, REQUESTED_RANGE_NOT_SATISFIED,
EXPECTATION_FAILED, UNPROCESSABLE_ENTITY, LOCKED, FAILED_DEPENDENCY,
INTERNAL_SERVER_ERROR, NOT_IMPLEMENTED, BAD_GATEWAY, SERVICE_UNAVAILABLE,
GATEWAY_TIMEOUT, HTTP_VERSION_NOT_SUPPORTED, INSUFFICIENT_STORAGE
```

```
}
```

## Attachment Global Type

```
Attachment {
  file_name : String, // name of attached file
  url : String,       // url for obtaining attachment content
  modified : String   // date of last modification of attachment in format of "yyyy-MM-dd
HH:mm:ss"
}
```

---

# Reporting API

## Overview

The Reporting API provides access to the historical reporting data collected by the Genesys Knowledge Center Server.

Historical reporting is based on atomic events captured by the solution during its operations. These events are produced by activities carried out via the [Knowledge API](#) and, optionally, by [Management API](#) and application activities, as well.

## Authorization

You must have agent or reporter privileges to access the Reporting API, as noted below. This can be configured in the Knowledge Center Administrator plugin.

## Collected Data

Data collected for each event consists of two parts:

- **Basic structure**—fixed event attributes captured for all events in the system
- **Event-specific structure**—event-specific data that is only captured for events of a specific type and which provides information that is valuable for understanding that type of event

## Data expiration

Events stored in the reporting index are subject to expiration, with a default expiration period of 14 days.

```
{
  "history" : {
    "_ttl" : { "enabled" : true, "default" : "14d" }
  }
}
```

You can override this value by replacing the default configuration value in the Genesys Knowledge Center Server options, as shown here:

```
option: reporting\ttl
value: 0 or <number><unit>
default: 14d
-1 - infinite ttl
<number><unit> - defines period for ttl
```

unit: d (days), m (minutes), h (hours), or w(weeks)  
Need restart: yes

The value of this option is applied when any node in the cluster is started.

## Basic Structure

Attribute	Required	Type	Description
nodename	Yes	String	Name of the node for which the event was generated
knowledgebase	Yes	String	ID of the knowledge base that event belongs to
language	Yes	String	Language of data that the operation is executed with
agentId	No	String	ID of the agent involved in operation
customerId	No	String	Customer identity
timestamp	Yes	Date-Time	UTC timestamp for the operation
duration	Yes	int	Duration of the operation in ms
type	Yes	enum	Event type (comes from a fixed list of all operations that create events)
tenantId	Yes	String	Tenant ID
sessionId	No	String	Session ID provided by Genesys Knowledge Center Server
visitId	No	String	ID of the visit tracked by Genesys Proactive Engagement
Originator	Yes	enum	Originator of event, could be AGENT or CUSTOMER
keyNouns	No	String []	List of key Nouns from text of user query
keyProperNouns	No	String []	List of key Proper Nouns from text of user query
keyVerbs	No	String []	List of key Verbs from text of user query
keyAdjectives	No	String []	List of key Adjectives from text of user query
remotelp	No	String	IP address of client, that called GKS functionality that burnt this particular record in history
geoLocationHash	No	String	HashCode of geo location, that was determined against obtained remotelp for this history record
lonLat	No	double []	Longitude and Latitude of geo position against obtained remotelp for this history record
countryCode	No	String	Code of country for this particular geo location.

## Event Types

EVENT TYPE	DESCRIPTION	width="55%PARAMETERS
FEEDBACK	Feedback to one of the knowledge elements	query: Query document: Document agentId: String customerId: String feedbacktype: enum

EVENT TYPE	DESCRIPTION	width="55%PARAMETERS
		language: String
OPEN	Events describing the viewed content	document: Document agentId: String customerId: String language: String
NONANSWERED	Events that indicate that the user's question was not answered	query: Query language: String customerId: String agentId: String
SEARCH	Search request posted with results returned	query: Query- search query result: array<Document> - full document or just document ids (depends on the application configuration) agentId: String customerId: String language: String

## Query

Field	Type	Description
query	String	User-typed query string
filters	FilterCondition	Array of filters
categories	String	Array of categories
tags	String	Array of tags

## API

You can use the Reporting API to gather the following kinds of information:

- Agent history for a specific time period
- Customer history for a specific time period
- Articles that have been used (with positive feedback) during a specific time period
- Queries posted during a specific time period
- Knowledge base summaries, providing:
  - Static information about a knowledge base, such as its name, ID, or languages
  - Dynamic information, such as the number of articles or categories it currently contains, the average query time, or the average relevancy of the top answer

## Search History

<b>Description</b>	Search history activities for a specific time period				
<b>URL</b>	/history				
<b>Method</b>	POST				
<b>Request Content-Type</b>	application/json				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Agent				
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Location</b>	<b>Description</b>
	id	String	No	Body	History entry ID
	start	Date	No	Body	Start date of requested period
	end	Date	No	Body	End date of requested period
	types	EventType	No	Body	Filter based on the event types described in the table above
	kbld	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
	sessionId	String	No	Body	Session ID
	customer	String	No	Body	Customer name
	agent	String	No	Body	Agent name
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code	
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).	
	data	HistoryEntry	No	List of found history entries.	

## Get history of queries

## HistoryOfQueries Complex Type

Field	Type	Description
count	Int	total count of query items according to given parameters
From	Int	pagination offset
Size	Int	count of items in current page (pagination)
items	HistoryOfQueryItem[]	Test history items itself

## HistoryOfQuery Complex Type

Field	Type	Description
query	String	Registered in the storage history of the user query
Moment	Datetime	The moment of time when this query was sent to the server
userId	String	User identified on behalf of which query is received
sessionId	String	Session identifier related to the given user query

## Get history of queries

<b>Description</b>	Gathers history of user queries.				
<b>URL</b>	/{kbld}/{lang}/queries				
<b>Method</b>	GET				
<b>Request Content-Type</b>	application/json				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Reporter				
<b>Url identifiers</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>URL/Body</b>	<b>Description</b>
	kbld	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>	
	sessionId	String	No	Session ID	
	customerId	String	No	Customer name	
	from	Int	No	Starting position of pagination, default=0	
	size	Int	No	Page size of pagination, default=0. 0 means that you will retrieve all queries that match the input parameters.	

Response Body	Field	Type	Required	Description
	statusCode	RestStatus	Yes	Execution code of the operation -duplicates the HTTP code
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Becomes present only if the operation is executed unsuccessfully (statusCode<>OK).
	response	HistoryOfQueries	Yes	Retrieved history of queries
<b>Notes</b>				

## Export History

<b>Description</b>	Gather history for a specific subtenant for a specific date range.				
<b>URL</b>	/history/export				
<b>Method</b>	POST				
<b>Request Content-Type</b>	application/json				
<b>Response Content-Type</b>	application/json				
<b>Role</b>	Reporter				
<b>Parameters</b>	<b>Parameter</b>	<b>Type</b>	<b>Required</b>	<b>URL/Body</b>	<b>Description</b>
	start	Date	No	Body	Start date of requested period
	end	Date	No	Body	End date of requested period
	types	EventType	No	Body	Filter based on the event types described in the table above
	kbld	String	No	URL	Knowledge base ID
	lang	String	No	URL	Language
	sessionId	String	No	Body	Session ID
	customer	String	No	Body	Customer name
	agent	String	No	Body	Agent name
<b>Response Body</b>	<b>Field</b>	<b>Type</b>	<b>Required</b>	<b>Description</b>	
	statusCode	RestStatus	Yes	Execution code of the operation—duplicates HTTP code	

	Field	Type	Required	Description
	error	Error	Yes (if statusCode <> OK)	Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).
	url	String	No	Path to archive destination
	applicationName	String	No	Knowledge node name
<b>Notes</b>	<ul style="list-style-type: none"><li>• Archive settings can be configured under the Options tab of the Knowledge Node application in Genesys Administrator.</li><li>• For more information on configuration options for Knowledge Center Server, consult the <a href="#">Configuration Options</a> topic in the Knowledge Center Deployment Guide.</li></ul>			