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Genesys Knowledge Center API Reference

Reporting API

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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

| | | | | | |
|------------------------------|--|--------------|------------------------------------|---|--|
| Description | Search history activities for a specific time period | | | | |
| URL | /history | | | | |
| Method | POST | | | | |
| Request Content-Type | application/json | | | | |
| Response Content-Type | application/json | | | | |
| Role | Agent | | | | |
| Parameters | Parameter | Type | Required | Location | Description |
| | 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 |
| Response Body | Field | Type | Required | Description | |
| | 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

| | | | | | |
|------------------------------|----------------------------------|-------------|-----------------|---|--------------------|
| Description | Gathers history of user queries. | | | | |
| URL | /{kbld}/{lang}/queries | | | | |
| Method | GET | | | | |
| Request Content-Type | application/json | | | | |
| Response Content-Type | application/json | | | | |
| Role | Reporter | | | | |
| Url identifiers | Parameter | Type | Required | URL/Body | Description |
| | kbld | String | No | URL | Knowledge base ID |
| | lang | String | No | URL | Language |
| Parameters | Parameter | Type | Required | Description | |
| | 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 |
| Notes | | | | |

Export History

| | | | | | |
|------------------------------|--|-------------|-----------------|--|--|
| Description | Gather history for a specific subtenant for a specific date range. | | | | |
| URL | /history/export | | | | |
| Method | POST | | | | |
| Request Content-Type | application/json | | | | |
| Response Content-Type | application/json | | | | |
| Role | Reporter | | | | |
| Parameters | Parameter | Type | Required | URL/Body | Description |
| | 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 |
| Response Body | Field | Type | Required | Description | |
| | 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 |
| Notes | <ul style="list-style-type: none">• Archive settings can be configured under the Options tab of the Knowledge Node application in Genesys Administrator.• For more information on configuration options for Knowledge Center Server, consult the Configuration Options topic in the Knowledge Center Deployment Guide. | | | |