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Genesys Knowledge Center API Reference

[Feedback](#)

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.

Complex types

UnansweredRequestBody

Field	Type	Description
question	String	QNA question
answer	String	QNA question
categories	RequestKbCategory	related categories
knowledgebases	String []	Related knowledgebases

FederatedVoteDocument

Field	Type	Description
KbId	String	Identifier of knowledgebase
docId	String	Identifier of document

FederatedVoteRequest

Field	Type	Description
selection	DocumentVote []	List of documents in voting selection
like	DocumentVote	The one document that must be

Field	Type	Description
		voted positive against another documents from list of "selection" that must be voted as negative.
request	SearchRequest	Search request used for obtaining of "selection".

RatingRequest

Field	Type	Description
comment	String	Text of comment
rating	integer	Rating value. 1..5

HistoryRecordId Complex Type

Field	Type	Description
recordId	String	Identifier of record in history storage

VoteComment Complex Type

Field	Type	Description
comment	String	Text of user comment

DocumentRateResponse

Field	Type	Description
avgRate	float	Average user rate
rateCounters	int [5]	Number of user votes for each document rate value: rateCounters[0] - counter for rate=1 star rateCounters[4] - counter for rate=5 stars
visits	int	count of user visits

API Reference

No Answer

Description	Marks a query as not having a valid answer in the knowledge base
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URL	/feedback/{kbId}/noAnswer				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbId}	String	Knowledge base ID		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language ID
	sessionId	String	No	—	Session ID
	tenantId	String	Yes	—	Tenant identifier
Request	Search query, as described in "Search for answers" section				
	Parameter	Type	Required	Default	Description
	question	String	Yes		User question (query)
	categories	String[]	No		Related categories
Response	HistoryRecordId				
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.				

Register Vote

Description	Records the user rating for the document within the query				
URL	/feedback/{kbId}/documents/{docId}/vote				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbId}	String	Knowledge base ID		

	Parameter	Type	Description		
	{docId}	String	Document ID		
URL Parameters	Parameter	Type	Required	Default	Description
	relevant	Boolean	No	true	Was the search result relevant?
	lang	String	Yes	"_default"	Language ID
	sessionId	String	No	—	Unique session ID
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				
Response	HistoryRecordId				
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.				

Advance Register Vote

Description	Records user rating for the document within query				
URL	/feedback/{kbld}/documents/{docId}/advancevote				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{kbld}	String	Knowledgebase identifier		
	{docId}	String	Document identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	relevant	Boolean	No	"_default"	Whether the search result was relevant?
	lang	String	Yes	"_default"	Language identifier
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	AdvanceVote				

Response	HistoryRecordId
Notes	In case of success returns payload in response field of "response" of declared structure.

Register unanswered federated search request

Description	Saves information about federated search request that had no relevant answer (similar to noAnswer, but for federated search)				
URL	/feedback/unanswered				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	—				
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language identifier
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	SearchRequest				
Response	HistoryRecordId				
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.				

Register usage of document content

Description	Saves information about fact of usage of content of document for answering to user question by agent from agent workspace
URL	/feedback/{kbId}/documents/{docId}/use
Method	POST
Request Content-Type	—
Response Content-Type	application/json
Role	Any

URL Identifiers	Parameter	Type	Description	
	kbId	String	Knowledge base identifier	
	docId	String	Document identifier	
URL Parameters	Parameter	Type	Required	Default
	lang	String	Yes	"_default"
	sessionId	String	No	—
	tenantId	String	Yes	—
Request	SearchRequest			
Response	HistoryRecordId			
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.			

Extend feedback with rating and comment

Description	Adds comment and user rating to vote, registered by POST /feedback/vote			
URL	/feedback/vote/{voteId}			
Method	PUT			
Request Content-Type	—			
Response Content-Type	application/json			
Role	Any			
URL Identifiers	Parameter	Type	Description	
	voteId	String	Record identifier, obtained as response after executing POST /feedback/vote	
URL Parameters	Parameter	Type	Required	Default
	lang	String	Yes	"_default"

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description	sessionId	String	No	—	Session identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
sessionId	String	No	—	Session identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	RatingRequest															
Response	HistoryRecordId															
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.															

Federated vote

Description	Registers vote against result of federated search				
URL	/feedback/langs/{lang}/vote/				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers					
	Identifier	Type	Description		
	lang	String	Language identifier		
URL Parameters					
	Parameter	Type	Required	Default	Description
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	FederatedVoteRequest				
Response	HistoryRecordId				
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.				

Register Visit

Description	Increments the counter of the viewed document
URL	/feedback/{kbId}/documents/{docId}/visit

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

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 Identifiers	Parameter	Type	Description		
	{voteId}	String	Identifier of the record in history storage, obtained as a result of registering the vote.		
URL Parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
Request Body	VoteComment				
Response	HistoryRecordId				
Notes	Returns the same record id that was sent as the voteId in the parameters.				

Register user rating for document

Description	Registers user rating of particular document (with optional search context)																								
URL	/{kbld}/documents/{docId}/rating																								
Method	POST																								
Request Content-Type	—																								
Response Content-Type	application/json																								
Role	Any																								
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	sessionId	String	No	—	Session identifier																				
tenantId	String	Yes	—	Tenant identifier																					
Request	RatingRequest																								
Response	DocumentRateResponse																								
Notes	In case of success returns payload in response field of "response" of declared structure. In case of error returns code and description of error.																								

Register of fact of receiving new interaction by agent UI

Description	Creates history record of type INTERACTION													
URL	/feedback/interaction													
Method	PUT													
Request Content-Type	—													
Response Content-Type	application/json													
Role	Any													
URL Identifiers	—													
URL Parameters	<table> <tr> <th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr> <tr> <td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session</td></tr> </table>				Parameter	Type	Required	Default	Description	sessionId	String	No	—	Session
Parameter	Type	Required	Default	Description										
sessionId	String	No	—	Session										

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Request	—															
Response	HistoryRecordId															
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