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Genesys Knowledge Center API Reference

Knowledge Base Operations

5/9/2025

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

Category Complex Type

Field	Type	Comment
id	String	category identifier
kbid	String	knowledge base identifier
name	String	category name

CategoryNode Complex Type

Field	Type	Description
id	String	Category id
kbid	String	Knowledge base id
name	String	Category name
path	String	Category path
count	Int	Count of documents that are related to this category
childrenCategories	CategoryNode []	Children categories

RelatedCategory Complex Type

Field	Type	Description
id	String	Category id
kbid	String	Knowledge base id
path	String	Category path
name	String	Category name

Field	Type	Description
count	Int	Count of documents that are related to this category

KbCategoryTree Complex Type

Field	Type	Description
kbid	String	Knowledge base id
categories	CategoryNode []	Categories that are related to this knowledge base

DocumentEntry Complex Type

Field	Type	Description
id	String	Unique document ID
kbld	String	Knowledge base ID
language	String	Document language
type	String	Document type (ARTICLE or QNA)
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
relatedCategories	RelatedCategory []	List of qualified category objects that are 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 (document type of QNA)
answer	String	FAQ answer (document type of QNA)

Field	Type	Description
title	String	Article title (document type of ARTICLE)
description	String	Article description (document type of ARTICLE)
summary	String	Article summary (document type of ARTICLE)

DocumentContentEntry Complex Type

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

Pagination Complex Type

Field	Type	Description
from	int	Page offset
size	int	Page size

LocaleInformation complex type

Field	Type	Description
id	String	Locale identifier
name	String	Locale name
displayName	String	Locale display name
enabled	boolean	true if locale is enabled
isBase	boolean	true if this locale is base locale
hasRegions	boolean	true if this locale has regional sublocales

CategoryFacetItem

Field	Type	Description
id	String	unique category identifier
kbId	String	knowledge base identifier
name	String	name of category
count	String	How many documents refers to this category

API Reference

List of all available locales

Description	Retrieves list of all available locales														
URL	/kbs/locales/														
Method	GET														
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>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>					Parameter	Type	Required	Default	Description	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description										
tenantId	String	Yes	—	Tenant identifier											
Request	empty														
Response	LocaleInformation []														
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.														

List of knowledge bases

Description	retrieves list of knowledge bases supported				
URL	/kbs/				
Method	GET				
Request Content-Type					
Response Content-Type	application/json				
Role	Any				
URL Identifiers	None				

URL Parameters	Parameter	Type	Required	Default	Description						
	lang	String	No	—	Optional parameter for retrieving metadata of those knowledge bases that have specified language. In case of omitting parameter of "lang" the metadata of all configured knowledge bases will be retrieved.						
	sessionId	String	No	—	session identifier						
	tenantId	String	Yes	—	Tenant identifier						
Request	empty										
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>knowledgebases</td><td>KnowledgeBaseMetadata</td><td>List of knowledge bases</td></tr></table>					Field	Type	Description	knowledgebases	KnowledgeBaseMetadata	List of knowledge bases
Field	Type	Description									
knowledgebases	KnowledgeBaseMetadata	List of knowledge bases									
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.										

Get knowledgebase categories

Description	get list of categories
URL	/kbs/{kbId}/categories
Method	GET
Request Content-Type	—
Response Content-Type	application/json
Role	Any

URL Identifiers	Parameter	Type	Description		
	{kbId}	String	Knowledgebase identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language
	sessionId	String	No	—	session identifier
	media	String	No	any	Interaction media identifier
	tenantId	String	Yes	—	Tenant identifier
Request	empty				
Response	Field	Type	Description		
	categories	CategoryFacetItem[]	List of categories for given knowledgebase		
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.				

Get federated categories

Description	get list of categories			
URL	/kbs/langs/{lang}/categories			
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	Description
	sessionId	String	No	session identifier
	media	String	No	Interaction

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td></td><td></td><td></td><td></td><td>media 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					media identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
				media identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	KnowledgeBaseListRequest															
Response	<table><tr><th>Parameter</th><th>Type</th><th>Description</th></tr><tr><td>categories</td><td>CategoryFacetItem[]</td><td>list of categories for given knowledgebase</td></tr></table>	Parameter	Type	Description	categories	CategoryFacetItem[]	list of categories for given knowledgebase									
Parameter	Type	Description														
categories	CategoryFacetItem[]	list of categories for given knowledgebase														
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.															

Get federated categories tree

Description	get list of categories																								
URL	/kbs/langs/{lang}/categories/tree																								
Method	POST																								
Request Content-Type	—																								
Response Content-Type	application/json																								
Role	Any																								
URL Identifiers	<table><tr><td>Identifier</td><td>Type</td><td colspan="3">Description</td></tr><tr><td>lang</td><td>String</td><td colspan="3">Language identifier</td></tr></table>					Identifier	Type	Description			lang	String	Language identifier												
	Identifier	Type	Description																						
lang	String	Language identifier																							
URL Parameters	<table><tr><td>Parameter</td><td>Type</td><td>Required</td><td>Default</td><td>Description</td></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>session identifier</td></tr><tr><td>media</td><td>String</td><td>No</td><td>any</td><td>Interaction media 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	media	String	No	any	Interaction media identifier	tenantId	String	Yes	—	Tenant identifier
	Parameter	Type	Required	Default	Description																				
	sessionId	String	No	—	session identifier																				
	media	String	No	any	Interaction media identifier																				
tenantId	String	Yes	—	Tenant identifier																					
Request	KnowledgeBaseListRequest																								
Response	KbCategoryTree[]																								
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.

Get knowledgebase documents associated with given category

Description	get all document previews in category			
URL	/kbs/{kbld}/{catld}/documents			
Method	GET			
Request Content-Type	—			
Response Content-Type	application/json			
Role	Any			
URL Identifiers	Parameter	Type	Description	
	{kbld}	String	Knowledgebase identifier	
	{catld}	String	specific category identifier	
URL Parameters	Parameter	Type	Required	Default
	from	int	No	0
	size	int	No	10
	lang	String	Yes	"_default"
	sessionId	String	No	—
	media	String	No	any
	tenantId	String	Yes	—
Request	empty			
Response	Field	Type	Description	
	count	int	total count of documents in selection (pagination-independent)	
	page	Pagination	pagination information	

	Field	Type	Description
	documents	DocumentEntry[]	result selection of document
	categories	CategoryFacetItem[]	Facet selection of categories, related to selected documents set
	relatedCategories	KbCategoryTree[]	Tree of categories that are related to selected set of documents
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.		

Get top X trending documents

Description	get top X trending documents																													
URL	/kbs/{kbld}/top																													
Method	GET																													
Request Content-Type	—																													
Response Content-Type	application/json																													
Role	Any																													
URL Identifiers	<table><tr><th>Parameter</th><th>Type</th><th colspan="3">Description</th></tr><tr><td>{kbld}</td><td>String</td><td colspan="3">Knowledgebase identifier</td></tr></table>					Parameter	Type	Description			{kbld}	String	Knowledgebase identifier																	
	Parameter	Type	Description																											
{kbld}	String	Knowledgebase identifier																												
URL Parameters	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>lang</td><td>String</td><td>Yes</td><td>"_default"</td><td>Language identifier</td></tr><tr><td>size</td><td>int</td><td>No</td><td>10</td><td>Size of page for pagination, default=10</td></tr><tr><td>sessionId</td><td>String</td><td>No</td><td>—</td><td>Session identifier</td></tr><tr><td>media</td><td>String</td><td>No</td><td>any</td><td>Interaction</td></tr></table>					Parameter	Type	Required	Default	Description	lang	String	Yes	"_default"	Language identifier	size	int	No	10	Size of page for pagination, default=10	sessionId	String	No	—	Session identifier	media	String	No	any	Interaction
	Parameter	Type	Required	Default	Description																									
	lang	String	Yes	"_default"	Language identifier																									
	size	int	No	10	Size of page for pagination, default=10																									
	sessionId	String	No	—	Session identifier																									
media	String	No	any	Interaction																										

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td></td><td></td><td></td><td></td><td>media type 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					media type identifier	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description												
				media type identifier												
tenantId	String	Yes	—	Tenant identifier												
Request	empty															
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>count</td><td>int</td><td>total count of documents in selection (pagination-independent)</td></tr><tr><td>documents</td><td>DocumentEntry []</td><td>result selection of document</td></tr></table>	Field	Type	Description	count	int	total count of documents in selection (pagination-independent)	documents	DocumentEntry []	result selection of document						
Field	Type	Description														
count	int	total count of documents in selection (pagination-independent)														
documents	DocumentEntry []	result selection of document														
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.															

Get federated top X trending documents

Description	get top X trending documents				
URL	/kbs/langs/{lang}/top/				
Method	POST				
Request Content-Type	—				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	Parameter	Type	Description		
	{lang}	String	Language identifier		
URL Parameters	Parameter	Type	Required	Default	Description
	size	int	No	10	Size of page for pagination, default=10
	sessionId	String	No	—	Session identifier
	media	String	No	any	Interaction media type identifier

	<table><tr><th>Parameter</th><th>Type</th><th>Required</th><th>Default</th><th>Description</th></tr><tr><td>tenantId</td><td>String</td><td>Yes</td><td>—</td><td>Tenant identifier</td></tr></table>	Parameter	Type	Required	Default	Description	tenantId	String	Yes	—	Tenant identifier
Parameter	Type	Required	Default	Description							
tenantId	String	Yes	—	Tenant identifier							
Request	KnowledgeBaseListRequest										
Response	<table><tr><th>Field</th><th>Type</th><th>Description</th></tr><tr><td>count</td><td>int</td><td>total count of documents in selection (pagination-independent)</td></tr><tr><td>documents</td><td>DocumentEntry []</td><td>result selection of document</td></tr></table>	Field	Type	Description	count	int	total count of documents in selection (pagination-independent)	documents	DocumentEntry []	result selection of document	
Field	Type	Description									
count	int	total count of documents in selection (pagination-independent)									
documents	DocumentEntry []	result selection of document									
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.										

Get full content of document

Description	get full content of particular 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	Knowledgebase identifier		
	{docld}	String	Unique document identifier		
URL Parameters					
	Parameter	Type	Required	Default	Description
	lang	String	Yes	"_default"	Language identifier
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	empty				

Response	DocumentEntry
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.

Retrieve Knowledge Base Information

Description	Retrieves information about a specific knowledge base (including supported languages)				
URL	/kbs/{kbId}				
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	Required	Default	Description
	sessionId	String	No		Session ID
	tenantId	String	Yes	—	Tenant identifier
Request	Empty				
Response	KnowledgeBaseMeta				

Retrieve categories from all knowledge bases

Description	get list of categories
URL	/kbs/categories
Method	POST
Request Content-Type	—
Response Content-Type	application/json
Role	Any
URL Identifiers	—

URL Parameters	Parameter	Type	Required	Default	Description
	lang	String	No	"_default"	Language
	sessionId	String	No	—	Session identifier
	tenantId	String	Yes	—	Tenant identifier
Request	list of knowledge base identifiers				
Response	CategoryFaceltem				
Notes	If successful, 200 OK is sent back as response. If the dataset already exists, 400 BAD REQUEST is sent back				