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# Genesys Knowledge Center API Reference

Management API

5/7/2025

# 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 Knowledge documents for a specific language in a specific knowledge base                                     |
| DELETE | /management/kbs/{kbId}/langs/{lang}/docs                     | Remove knowledge documents for a specific language in a specific knowledge base                                               |
| GET    | /management/kbs/{kbId}/langs/{lang}/docs/{docId}/alternative | For the specified knowledge 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 knowledge 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 knowledge document for a specific language in a specific knowledge base     |
| GET    | /management/kbs/{kbId}/langs/{lang}/docs/{docId}/feedbacks   | Gather feedback on the specified knowledge 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                                                                                               |

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| Method             | URL                                                            | Description                                                                |
|--------------------|----------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Attachments</b> |                                                                |                                                                            |
| GET                | /management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments   | Return all attachments related to the specified document                   |
| POST               | /management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments   | Add a new attachment info to the specified document                        |
| POST               | /management/kbs/{kbId}/langs/{langId}/docs/{docId}/attachments | Replaces all attachments and content of each attachment for given document |
| DELETE             | /management/kbs/{kbId}/langs/{lang}/docs/{docId}/attachments   | Remove an attachment from the specified document                           |

## Detailed Description of Management API Requests

### Create Or Update Knowledge Documents

|                              |                                                                                           |                                    |                 |                                                                                                                                                                                                                       |                                                                                                                                                                                    |
|------------------------------|-------------------------------------------------------------------------------------------|------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | Create or update knowledge 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 |
|                              | tenantId                                                                                  | String                             | Yes             |                                                                                                                                                                                                                       | Tenant identifier                                                                                                                                                                  |
|                              | returnCreatedDocuments                                                                    | Boolean                            | No              | True                                                                                                                                                                                                                  | Does the response contain all of the content for each document that was created or updated, or just their identifiers                                                              |
| <b>Request Body</b>          | <b>Field</b>                                                                              | <b>Type</b>                        | <b>Required</b> | <b>Description</b>                                                                                                                                                                                                    |                                                                                                                                                                                    |
|                              | documents                                                                                 | Collection<KnowledgeDocumentEntry> | Yes             | Collection of Knowledge documents. If id of some Knowledge documents in the request body aren't specified or don't exist in the index of Knowledge server, then new Knowledge 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<br>(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 knowledge 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[]<br>or<br>ShortDocumentStatus[] | Status of processed (newly-created, updated, or skipped) knowledge documents.<br><br>If returnCreatedDocuments == true then indexStatus has a type of DocumentStatus[].<br>Otherwise indexStatus has a type of ShortDocumentStatus[]. |

## Remove Knowledge Documents

|                              |                                                                                 |                       |                              |                                                                                                                                                     |
|------------------------------|---------------------------------------------------------------------------------|-----------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | Remove knowledge 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 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                                                                                                                                         |
|                              | tenantId                                                                        | String                | Yes                          | Tenant identifier                                                                                                                                   |
| <b>Request Body</b>          | <b>Field</b>                                                                    | <b>Type</b>           | <b>Required</b>              | <b>Description</b>                                                                                                                                  |
|                              | documentIds                                                                     | Collection<String>    | Yes                          | IDs of knowledge 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<br>(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) knowledge documents.                                                                                                                                      |

## Get Alternative Questions

|                              |                                                                                                                               |                    |                              |                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | For the specified knowledge document, get a set of alternative questions for a specific language in a specific knowledge base |                    |                              |                                                                                                                                                     |
| <b>URL</b>                   | /management/kbs/{kbld}/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>                                                                                                                                  |
|                              | {kbld}                                                                                                                        | String             | Yes                          | Knowledge base ID                                                                                                                                   |
|                              | {lang}                                                                                                                        | String             | Yes                          | Language ID                                                                                                                                         |
|                              | {docId}                                                                                                                       | String             | Yes                          | Document ID                                                                                                                                         |
|                              | tenantId                                                                                                                      | String             | Yes                          | Tenant identifier                                                                                                                                   |
| <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<br>(if statusCode <> OK) | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |
|                              | response                                                                                                                      | Collection<String> | No                           | List of alternative texts for the document                                                                                                          |

## Modify List of Alternative Questions in a Knowledge Document

|                              |                                                                                                                               |                    |                                    |                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | For the specified knowledge document, add a set of alternative questions for a specific language in a specific knowledge base |                    |                                    |                                                                                                                                                     |
| <b>URL</b>                   | /management/kbs/{kbld}/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>                                                                                                                                  |
|                              | {kbld}                                                                                                                        | String             | Yes                                | Knowledge base ID                                                                                                                                   |
|                              | {lang}                                                                                                                        | String             | Yes                                | Language ID                                                                                                                                         |
|                              | {docId}                                                                                                                       | String             | Yes                                | Document ID                                                                                                                                         |
|                              | tenantId                                                                                                                      | String             | Yes                                | Tenant identifier                                                                                                                                   |
| <b>Request Body</b>          | <b>Field</b>                                                                                                                  | <b>Type</b>        | <b>Required</b>                    | <b>Description</b>                                                                                                                                  |
|                              | alternativeQuestions                                                                                                          | Collection<String> | Yes                                | List of alternative questions to add to the knowledge document                                                                                      |
| <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<br>(if<br>statusCode<br><> OK) | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |

## Remove A List of Alternative Questions

|                    |                                                                                                                           |
|--------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b> | Remove the specified alternative questions from a knowledge document for a specific language in a specific knowledge base |
| <b>URL</b>         | /management/kbs/{kbld}/langs/{lang}/docs/{docId}/alternative                                                              |
| <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                                                                                                                                         |
|                              | {docId}              | String             | Yes                                | Document ID                                                                                                                                         |
|                              | tenantId             | String             | Yes                                | Tenant identifier                                                                                                                                   |
| <b>Request Body</b>          | <b>Field</b>         | <b>Type</b>        | <b>Required</b>                    | <b>Description</b>                                                                                                                                  |
|                              | alternativeQuestions | Collection<String> | Yes                                | List of alternative questions to remove from the knowledge document                                                                                 |
| <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<br>(if<br>statusCode<br><> OK) | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |

## Gather Feedback on a Knowledge Document

|                              |                                                                                                          |             |                 |                                                                                                                                                         |
|------------------------------|----------------------------------------------------------------------------------------------------------|-------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | Gather feedback on the specified knowledge document for a specific language in a specific knowledge base |             |                 |                                                                                                                                                         |
| <b>URL</b>                   | /management/kbs/{kbld}/langs/{lang}/docs/{docId}/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>            | <b>Parameter</b>                                                                                         | <b>Type</b> | <b>Required</b> | <b>Description</b>                                                                                                                                      |
|                              | {kbld}                                                                                                   | String      | Yes             | Knowledge base ID                                                                                                                                       |
|                              | {lang}                                                                                                   | String      | Yes             | Language ID                                                                                                                                             |
|                              | {docId}                                                                                                  | String      | Yes             | Use _all for retrieving all feedback, independently of document.<br><br>Specify particular document ID for retrieving feedback for particular document. |
|                              | tenantId                                                                                                 | String      | Yes             | Tenant identifier                                                                                                                                       |
|                              | 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                                                                                                                                             |

|               | Parameter       | Type       | Required | Description                                                                                                                                         |
|---------------|-----------------|------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|               |                 |            |          | 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} |

|  | Field    | Type         | Required                     | Description                                                                                                                                                                                                                                                                                  |
|--|----------|--------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |          |              |                              |                                                                                                                                                                                                                                                                                              |
|  | error    | Error        | Yes<br>(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 itselff   size   Integer   // count of   items in   current page   (pagination) }</pre> |

| Field | Type | Required | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |      |          | <div>Feedback {<br/><br/>id<br/>String<br/>// feedback<br/>item id<br/><br/>document<br/>PartialDocument<br/>// stored in<br/>the feedback<br/>item<br/>essential<br/>document data<br/><br/>moment<br/>String<br/>// when this<br/>event was<br/>registered<br/>into history<br/><br/>originator<br/>String<br/>// "AGENT"  <br/>"CUSTOMER"<br/><br/>question<br/>String<br/>// text of<br/>question<br/><br/>type<br/>String<br/>// "POSITIVE"<br/>  "NEGATIVE"<br/>}</div> |

## 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                                                                 |             |                 |                                                      |
| <b>Role</b>                  | AGENT                                                                            |             |                 |                                                      |
| <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                                          |
|                              | {kbld}                                                                           | String      | Yes             | Knowledge base ID                                    |
|                              | {lang}                                                                           | String      | Yes             | Language ID                                          |
|                              | tenantId                                                                         | String      | Yes             | Tenant identifier                                    |
|                              | 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<br>(if statusCode <> OK) | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |
|               | response   | UnansweredInfo | No                           | UnansweredInfo {<br>count<br>Long<br>// total count of feedback items according to given parameters from<br>Integer<br>// pagination                |

| Field | Type | Required | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |      |          | <div>offset</div> <div>items</div> <div>HistoryEntry[]</div> <div>// saved</div> <div>items of</div> <div>history</div> <div>size</div> <div>Integer</div> <div>// count of</div> <div>items in</div> <div>current page</div> <div>(pagination)</div> <div>}</div> <div>HistoryEntry {</div> <div>id</div> <div>String</div> <div>// history</div> <div>item id</div> <div>agentId</div> <div>String</div> <div>customerId</div> <div>String</div> <div>duration</div> <div>Integer</div> <div>// time of</div> <div>api call</div> <div>processing</div> <div>(milliseconds)</div> <div>knowledgebaseId</div> <div>String</div> |

| Field | Type | Required | Description                                                                                 |
|-------|------|----------|---------------------------------------------------------------------------------------------|
|       |      |          | language<br>String                                                                          |
|       |      |          | moment<br>String<br>// the moment<br>of adding<br>this history<br>item (when it<br>occured) |
|       |      |          | nodename<br>String<br>// Knowledge<br>Center node<br>name                                   |
|       |      |          | originator<br>String<br>// AGENT,<br>CUSTOMER                                               |
|       |      |          | processed<br>String<br>// flag of<br>processing<br>this event by<br>agent                   |
|       |      |          | sessionId<br>String<br>// session id                                                        |
|       |      |          | tenantId<br>String                                                                          |
|       |      |          | visitId                                                                                     |

|  | Field | Type | Required | Description |
|--|-------|------|----------|-------------|
|  |       |      |          | String<br>} |

## 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/{kbld}/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>                                                                                                                                  |
|                              | {kbld}                                                                                      | String             | Yes                          | Knowledge base ID                                                                                                                                   |
|                              | {lang}                                                                                      | String             | Yes                          | Language ID                                                                                                                                         |
|                              | tenantId                                                                                    | String             | Yes                          | Tenant identifier                                                                                                                                   |
| <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<br>(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/{kbld}/purge       |
| <b>Method</b>               | DELETE                             |
| <b>Request Content-Type</b> | —                                  |
| <b>Response</b>             | application/json                   |

|                      |                  |             |                              |                                                                                                                                                     |
|----------------------|------------------|-------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Content-Type</b>  |                  |             |                              |                                                                                                                                                     |
| <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                                                                                                                   |
|                      | tenantId         | String      | Yes                          | Tenant identifier                                                                                                                                   |
| <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<br>(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                   |             |                 |                                                                               |
| <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                                             |
|                              | tenantId                        | String      | Yes             | Tenant identifier                                                             |
| <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, |

|  | Field | Type  | Required                           | Description                                                                                                             |
|--|-------|-------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
|  |       |       |                                    | BAD_REQUEST, UNAUTHORIZED, METHOD_NOT_ALLOWED, INTERNAL_SERVER_ERROR}                                                   |
|  | error | Error | Yes<br>(if<br>statusCode<br><> 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                                                       |             |                                    |                                                                                                                                                     |
| <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                                                                                                                                         |
|                              | {docId}                                                     | String      | Yes                                | Document ID                                                                                                                                         |
|                              | tenantId                                                    | String      | Yes                                | Tenant identifier                                                                                                                                   |
| <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<br>(if<br>statusCode<br><> OK) | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |
|                              | response                                                    | Attachment  | No                                 | List of attachments:                                                                                                                                |

|  | Field | Type | Required | Description                                       |
|--|-------|------|----------|---------------------------------------------------|
|  |       |      |          | See <b>Attachment</b> global type described below |

## Add Attachment

|                              |                                                             |             |                                                                                                                                   |                                                                                                                         |
|------------------------------|-------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | Add a new attachment into the specified document            |             |                                                                                                                                   |                                                                                                                         |
| <b>URL</b>                   | /management/kbs/{kbld}/langs/{lang}/docs/{docId}/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                                                                                                             |
|                              | {docId}                                                     | String      | Yes                                                                                                                               | Document ID                                                                                                             |
|                              | tenantId                                                    | String      | Yes                                                                                                                               | Tenant identifier                                                                                                       |
| <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<br><b>Warning</b><br>The knowledge server indexes the starting 32K of the extracted text content. |                                                                                                                         |
| <b>Response Body</b>         | <b>Field</b>                                                | <b>Type</b> | <b>Required</b>                                                                                                                   | <b>Description</b>                                                                                                      |
|                              | error                                                       | Error       | Yes<br>(if statusCode <> OK)                                                                                                      | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK). |

|       | Field                                                                                                                                                                                                                               | Type                | Required | Description                                                                                                                                         |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                                                                                                                     |                     | OK)      |                                                                                                                                                     |
|       | response                                                                                                                                                                                                                            | IndexDocumentsState | Yes      |                                                                                                                                                     |
|       | 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} |
| Notes | <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> |                     |          |                                                                                                                                                     |

## Replace Attachments

|                       |                                                                               |                 |                                                                              |                      |
|-----------------------|-------------------------------------------------------------------------------|-----------------|------------------------------------------------------------------------------|----------------------|
| Description           | Replaces all attachments and content of each attachment, for a given document |                 |                                                                              |                      |
| URL                   | /management/kbs/{kbld}/langs/{langld}/docs/{docld}/attachments                |                 |                                                                              |                      |
| Method                | POST                                                                          |                 |                                                                              |                      |
| Request Content-Type  | application/json                                                              |                 |                                                                              |                      |
| Response Content-Type | application/json                                                              |                 |                                                                              |                      |
| Role                  | Author                                                                        |                 |                                                                              |                      |
| URL Parameters        | Parameter                                                                     | Type            | Required                                                                     | Description          |
|                       | {kbld}                                                                        | String          | Yes                                                                          | id of knowledge base |
|                       | {langld}                                                                      | String          | Yes                                                                          | language Id          |
|                       | {docld}                                                                       | String          | Yes                                                                          | document Id          |
|                       | tenantId                                                                      | String          | Yes                                                                          | Tenant identifier    |
| URL Identifiers       | —                                                                             |                 |                                                                              |                      |
| Request               | Field                                                                         | Type            | Description                                                                  |                      |
|                       | attachments                                                                   | Attachment []   | List of related to document attachments including content of each attachment |                      |
|                       | The structure of Attachment is:                                               |                 |                                                                              |                      |
|                       | Field                                                                         | Type            | Description                                                                  |                      |
|                       | fileName                                                                      | String          | Original file name                                                           |                      |
| url                   | String                                                                        | URL to the file |                                                                              |                      |

|          | Field                                                                                                                                                                                           |                      |                            | Description                                                                                                                           |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
|          | Field                                                                                                                                                                                           | Type                 | Required                   |                                                                                                                                       |
| Response | content                                                                                                                                                                                         | String               |                            | Base64-encoded document content<br><br><b>Warning</b><br>The knowledge server indexes the starting 32K of the extracted text content. |
|          | error                                                                                                                                                                                           | Error                | Yes (if statusCode <> 200) | Detailed information of the error message. Present only if operation execution was unsuccessful (statusCode <> 200)                   |
|          | response                                                                                                                                                                                        | IndexDocumentsStatus | Yes                        | —                                                                                                                                     |
|          | statusCode                                                                                                                                                                                      | int                  | Yes                        | —                                                                                                                                     |
| Notes    | The attachment url serves as a primary key for the attachment. In the context of a particular document, all URLs must be unique.<br><br>See all supported document formats on Apache Tika page. |                      |                            |                                                                                                                                       |

## Remove Attachments

|                              |                                                             |                     |                                                             |                                                                                                                                                     |
|------------------------------|-------------------------------------------------------------|---------------------|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Description</b>           | Remove a list of attachments from the specified document    |                     |                                                             |                                                                                                                                                     |
| <b>URL</b>                   | /management/kbs/{kbld}/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>                                                                                                                                  |
|                              | {kbld}                                                      | String              | Yes                                                         | Knowledge base ID                                                                                                                                   |
|                              | {lang}                                                      | String              | Yes                                                         | Language ID                                                                                                                                         |
|                              | {docId}                                                     | String              | Yes                                                         | Document ID                                                                                                                                         |
|                              | tenantId                                                    | String              | Yes                                                         | Tenant identifier                                                                                                                                   |
| <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<br>(if statusCode <> OK)                                | Detailed information about the error message. Present only if the operation executed unsuccessfully (statusCode <> OK).                             |
|                              | response                                                    | IndexDocumentsState | Yes                                                         |                                                                                                                                                     |
|                              | 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} |

## Complex Types—Requests

### KnowledgeDocumentEntry

DocumentEntry complex type

API - oriented Knowledge Document representation

| Field                                                    | Type                | Description                                                   |
|----------------------------------------------------------|---------------------|---------------------------------------------------------------|
| id                                                       | String              | unique document identifier                                    |
| url                                                      | String              | external url, related to this particular document             |
| media                                                    | String[]            | list of media types, associated with this document            |
| tags                                                     | String[]            | list of tags, related to document                             |
| categories                                               | Category[]          | list of id of categories, associated with particular document |
| customFields                                             | Map<String, Object> | set of custom fields values                                   |
| <i>Fields of document of QNA knowledge type only</i>     |                     |                                                               |
| question                                                 | String              | QNA question                                                  |
| answer                                                   | String              | QNA answer                                                    |
| <i>Fields of document of ARTICLE knowledge type only</i> |                     |                                                               |
| title                                                    | String              | Article title                                                 |
| description                                              | String              | Article description                                           |
| summary                                                  | String              | Article summary                                               |

### 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        | KnowledgeDocumentEntry | No       | ID of resultant knowledge 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"  
}
```