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Genesys Knowledge Center Deployment Guide

Reporting REST API

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Contents

- 1 Reporting REST API
 - 1.1 Overview
 - 1.2 Reporting Provisioning
 - 1.3 HTTP Description

Reporting REST API

Important

Available since v9.0.002.09

Overview

This page describes Genesys Knowledge Reporting REST API.

Reporting Provisioning

Provides provision functionality for Pulse and Kibana metadata.

1. Check Kibana index. Create and configure it with appropriate mapping if it does not exist.
2. **Kibana provisioning:**
 1. Generates dashboards and visualisations metadata files
 2. Patch metadata with requested TenantId/ContactCenterID
 3. Import metadata into Elasticsearch Kibana index
3. **Pulse provisioning:**
 1. Generates Pulse templates
 2. Import Pulse generated templates into Pulse

You can skip Kibana and Pulse provisioning with following application options under the reporting section:

Section	Option	Value	Description
reporting	kibana.provision	true or false	Enable or disable Kibana metadata provision. By default, is is set to true.
reporting	pulse.provision	true or false	Enable or disable widget templates import into Pulse. By default it is set to true.

HTTP Description

Request					
Method	POST				
URI	/reporting/v1/provision				
Content-type	application/json				
Body	JSON Object with next fields				
	Field	Value	Mandatory	Description	Example
	"pulseUrl"	URL http://<pulse host=""><pulse port=""> for v.9.0.002.09 http://<pulse host=""><pulse port="">/<Pulse base URL> for v.9.0.003.xx	yes in the case of Pulse Provisioning being enabled, see Reporting Provisioning section.	URL to Pulse server, where generated dashboards will be imported.	"http://demosrv:8040" for v.9.0.002.09 or "http://demosrv:8040/pulse" for v.9.0.003.xx
	"pulseUser"	String	yes in the case of Pulse Provisioning being enabled, see Reporting Provisioning section.	Pulse user username. Required to have permissions to write data to Pulse.	"default"
	"pulsePassword"	String	yes in the case of Pulse Provisioning being enabled, see Reporting Provisioning section.	Pulse user password	"password"
	"kibanaTenantName"	String	no	Custom	"Example"

	<table><tr><th>Field</th><th>Value</th><th>Mandatory</th><th>Description</th><th>Example</th></tr><tr><td></td><td></td><td></td><td>name for Description section of Dashboards and Visualizations. If not specified, ContactCenterID value is taken.</td><td>Tenant Name"</td></tr></table>	Field	Value	Mandatory	Description	Example				name for Description section of Dashboards and Visualizations. If not specified, ContactCenterID value is taken.	Tenant Name"
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Name	Value	Mandatory	Description								
ContactCenterID	UUID	no	If specified, contains Contact Center ID. If not specified, works like "on-prem" installation.								
Response											
Content-type	application/json										
HTTP codes	<div>200 - OK</div> <div>Provision was success.</div> <div>Response Body Example</div> <div><pre>{ "status": { "code": 200,</pre></div>										

```
    "message": "Ok"
  },
  "data": {
    "provisionLog": {
      "log": [
        "Kibana Provision - DONE",
        "Pulse Provision - DONE"
      ]
    }
  }
}
```

400 - Required request body field is missing

In the case if required parameter is missed

Response Body Example

```
{
  "status": {
    "code": 651,
    "message": "Field [pulseUser] is required. String type. For example [default]"
  }
}
```

500 - General server error

Provision was failed on any step described steps above. Response body includes related error message.

Response Body Example

```
{
  "status": {
    "code": 500,
    "message": "Unable to import Pulse templates on the initialization phase :Failed to connect http://demosrv:8081"
  }
}
```

```
}
```