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Genesys Knowledge Center Developer's Guide

Sample UI

12/12/2025

Sample UI

Overview

The Sample UI is based on **backbone.js** and divided into three parts:

- **Knowledge Agent** — low level mapper that covers **Knowledge API** and encapsulate Knowledge session management.

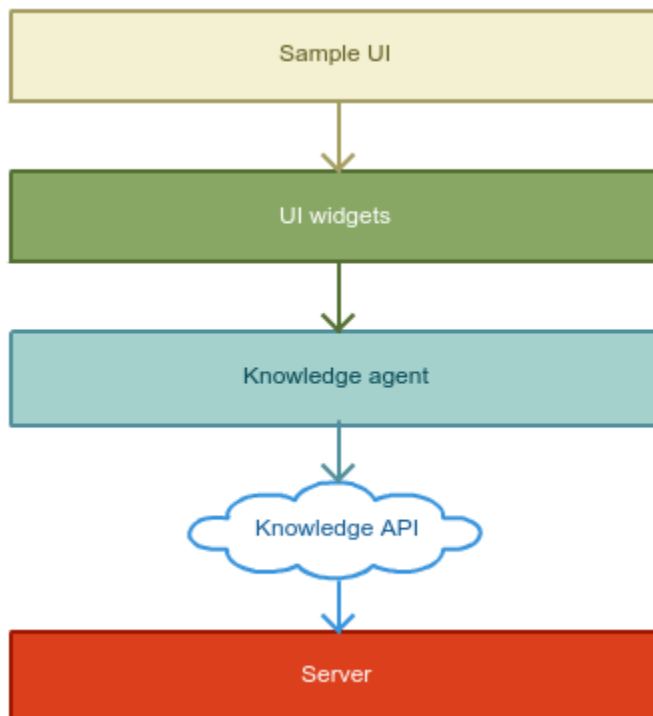
location: gks-sample-ui.war/modules/knowledge_agent/

- **UI Widgets** — atomic modules that responsible for key UI elements (such as: search panel, search result view, document view).

location: gks-sample-ui.war/modules/widgets/

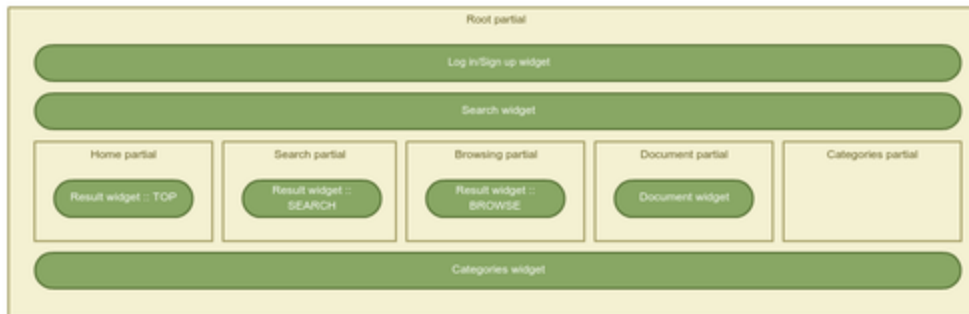
- The Sample-UI itself — combination of the first two and the logic of their interactions.

location: gks-sample-ui.war/



Sample UI

Templates Hierarchy



Templates hierarchy and available widgets

Page Descriptions

According to Templates hierarchy there are five general page templates defined:

1. **Home page** — welcome page of Sample UI.
Displays list of Top questions and associated categories.
routing: #
[+] Click here to expand sample

Top questions

What are redemption codes and how do they work?
 When and how will my goods arrive?
 Do all Live events use G-Pass tickets?
 Can I expedite shipping?
 What's the difference between Flash Deals and Market Pick Hotels?
 What else do I need to know at check-in for my Market Pick?
 How to use the mobile app to redeem a Groupon
 I want to book a hotel that I saw on Getaways recently, but now I can't find it. What happened?
 I think I got charged twice
 What happens if my Groupon voucher's promotional value expires?

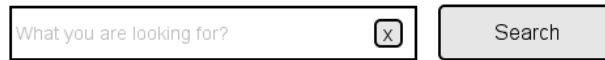
Categories

Home Mortgage	Tax Documents	Buying
mobile services frequently asked questions	Online check images	Using a Groupon
Home Equity Basics	Getting an auto loan	Alerts
My Spending Report with Budget Watch		

2. **Search result page** — result of searching.

Displays relevant documents based on search query and associated to them categories.
routing: #category/:categoryId/search/:searchQuery

[+] **Click here to expand sample**

A search bar UI element consisting of a text input field with the placeholder text "What you are looking for?", a clear button (X) inside a small square, and a "Search" button to the right.

What's a 401(k) plan?

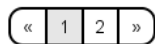
A 401(k) plan is a tax-qualified retirement plan that allows employees (and business owners) to invest for retirement with pre-tax contributions that defer part of their pay. A 401(k) plan may allow the employer to make tax-deductible contributions t... [more](#)

Who can establish a 401(k) plan?

Any sole proprietor, partnership, corporation or subchapter S and certain nonprofit organizations can establish a 401(k) plan. State and local governments are prohibited from adopting 401(k) plans, but there are other types of retirement plans that m... [more](#)

Must all employees contribute to the 401(k) plan?

No. While employees who are eligible to participate under the 401(k) plan must be given the right to participate, they are not obligated to contribute to the plan. [more](#)



Categories

Home Mortgage

Home Equity Basics

Home Equity Rates & Services

3. **Browsing page** — categories browsing.

Displays documents in specific category and associated to them categories.
routing: #category/:categoryId/search/

4. **Document page** — full document info.

Displays full content of the specific document. In case of click directly after search, this page also contains voting area and help button.

routing: #kbld/:kbld/document/:documentId

[+] **Click here to expand sample**

X

Search

What is a rate lock?

A rate lock gives you protection from financial market fluctuations that could affect your interest rate range. You can choose to lock or not lock your interest rate range. On the date and time you lock, that interest rate range remains available to you for a set period of time. If there are no subsequent changes to your loan and your interest rate range is locked, the interest rate range on your application generally remains the same. If there are changes to your loan, your final interest rate at closing may be different.

Whether I found it relevant – [Yes](#) / [No](#)

I NEED MORE HELP

Categories

Home Mortgage

mobile services frequently asked questions

Home Equity Basics

My Spending Report with Budget Watch

Tax Documents

Online check images

Getting an auto loan

Buying

Using a Groupon

Alerts

5. **Categories page** — list of available categories.
Displays all available categories and provides browsing capability for them.
routing: #categories