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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.

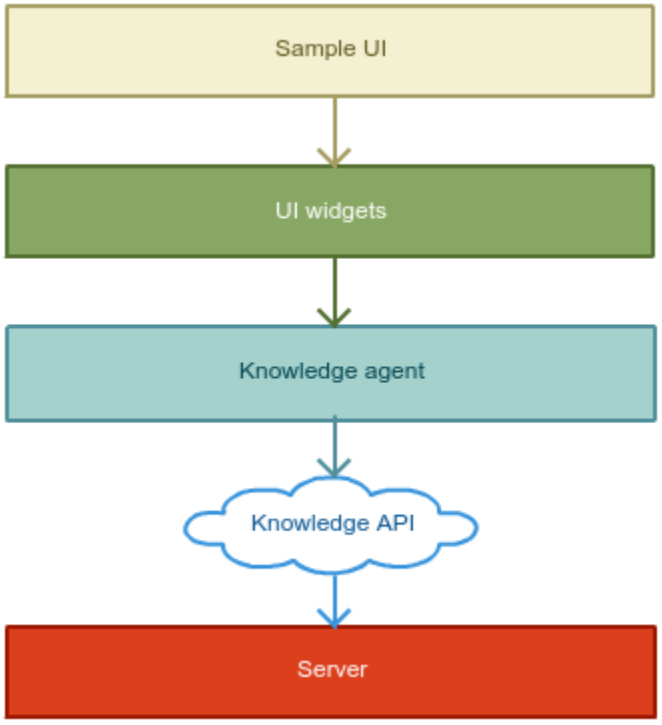
location: gks-sample-ui.war/modules/knowledge_agent/

- 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/

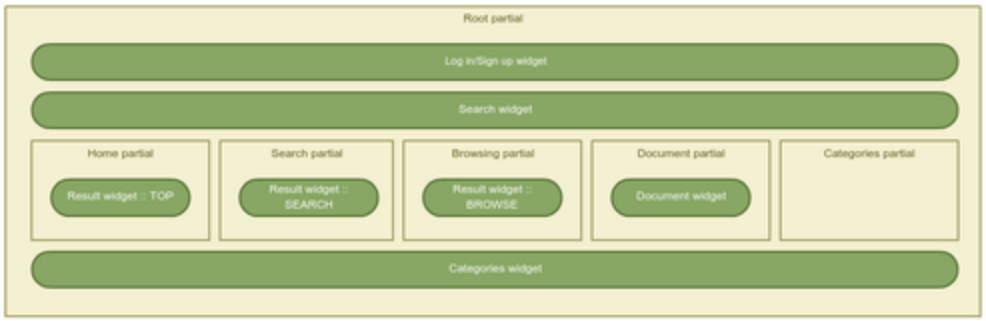
- The Sample-UI itself — combination of the first two and the logic of their interactions.

location: gks-sample-ui.war/



Sample UI

Templates Hierarchy

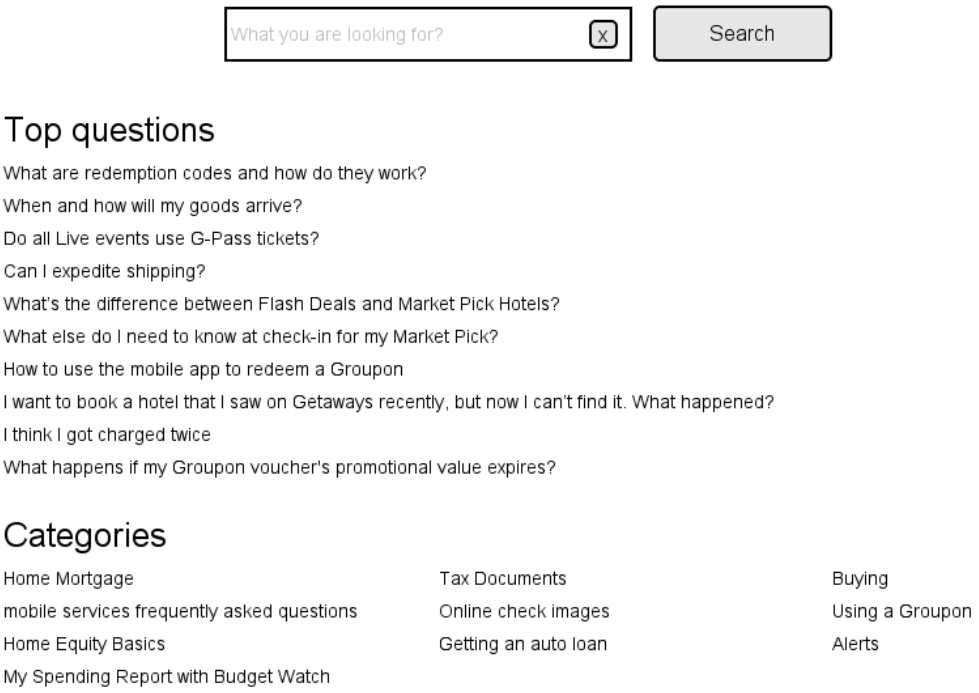


Templates hierarchy and available widgets

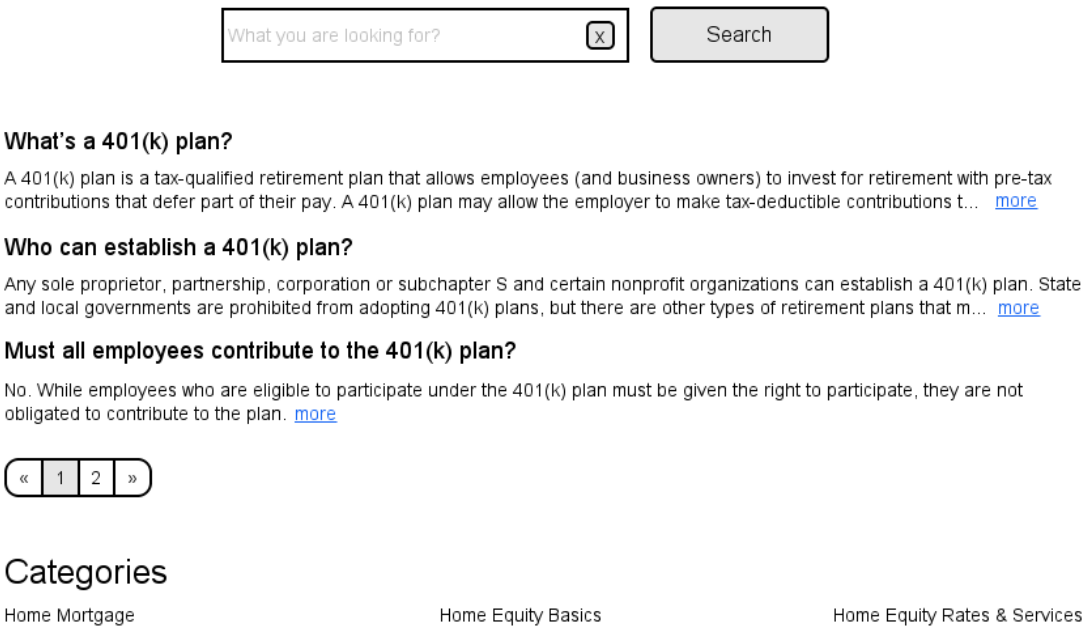
Page Descriptions

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

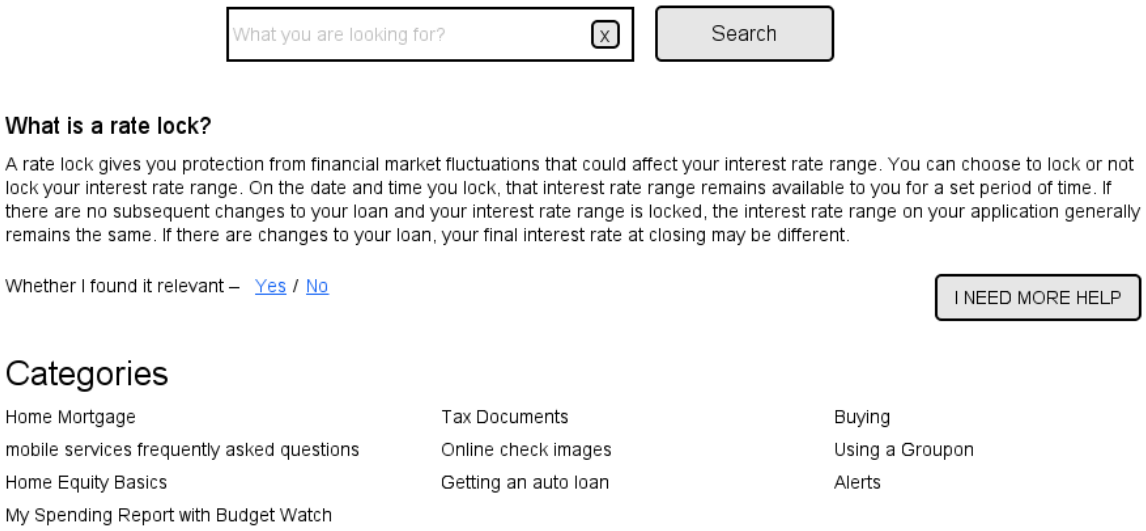
1. **Home page** — welcome page of Sample UI.
   Displays list of Top questions and associated categories.
   routing: #
   [+] Click here to expand sample



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



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: #kbId/:kbId/document/:documentId
   [+] Click here to expand sample



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