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Genesys Knowledge Center Developer's Guide

Simple Integration for Pre-Production Environment

12/19/2025

Simple Integration for Pre-Production Environment

Overview

This chapter describes the integration steps that allows you to add Knowledge Center functionality to your site without modifying any code. To configure the integration you need to use Proxy shipped with Genesys Web Engagement product.

The GWM Proxy is a development tool that you use to add new functionality to a website without directly modifying that site. Once you have configured this proxy, you can use the Genesys Knowledge Center Sample UI from any of your websites. In a few clicks, without modifying your website, the Knowledge Center Sample UI features shows up on a set of web pages, according to the rules and categories that you created. There are two proxy tools available in the Web Engagement installation, the Simple tool and the Advanced tool. Within this instruction you need to use the Advanced GWM Proxy. For more information regarding proxy please refer to the [Genesys Web Engagement](#) documentation.

Important

GWE Proxy provides support for easy integration into existing sites within the pre-production environment. It is not recommended to use it in a production environment. Please use similar tools available on the market.

Configuring the Advanced GWM Proxy

The Advanced GWM Proxy is based on the [OWASP Zed Attack Proxy Project \(ZAPProxy\)](#). In addition to acting as a proxy, the Advanced GWM Proxy also provides a UI and validates vulnerabilities in your website at the same time.

Important

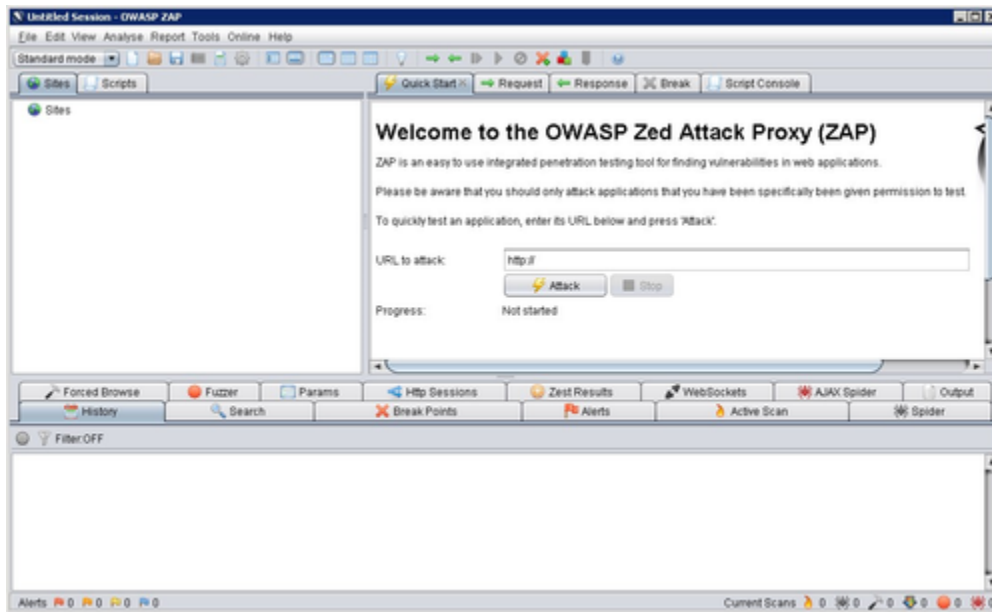
The Advanced GWM Proxy requires JDK 1.7 or higher.

Before you start using the Advanced GWM Proxy, you need to carry out a few configuration procedures.

Starting the Proxy

Navigate to your Web Engagement installation directory and launch either `servers\proxy2\zap.bat` (on Windows) or `servers\proxy2\zap.sh` (on Linux).

The proxy starts.



The Advanced GWM Proxy

Configuring the Proxy

Important

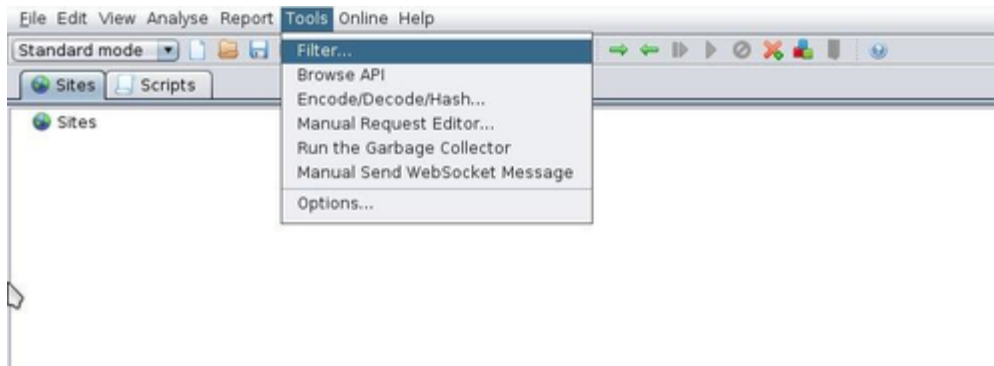
Below please find an example of integrating the Knowledge Widget via Proxy. The sample source of the widget can be found here:

```
<knowledge_center_server_root>\server\tools\integrations\knowledgewidget
```

Once the proxy is running, you can configure it using the GUI.

Start

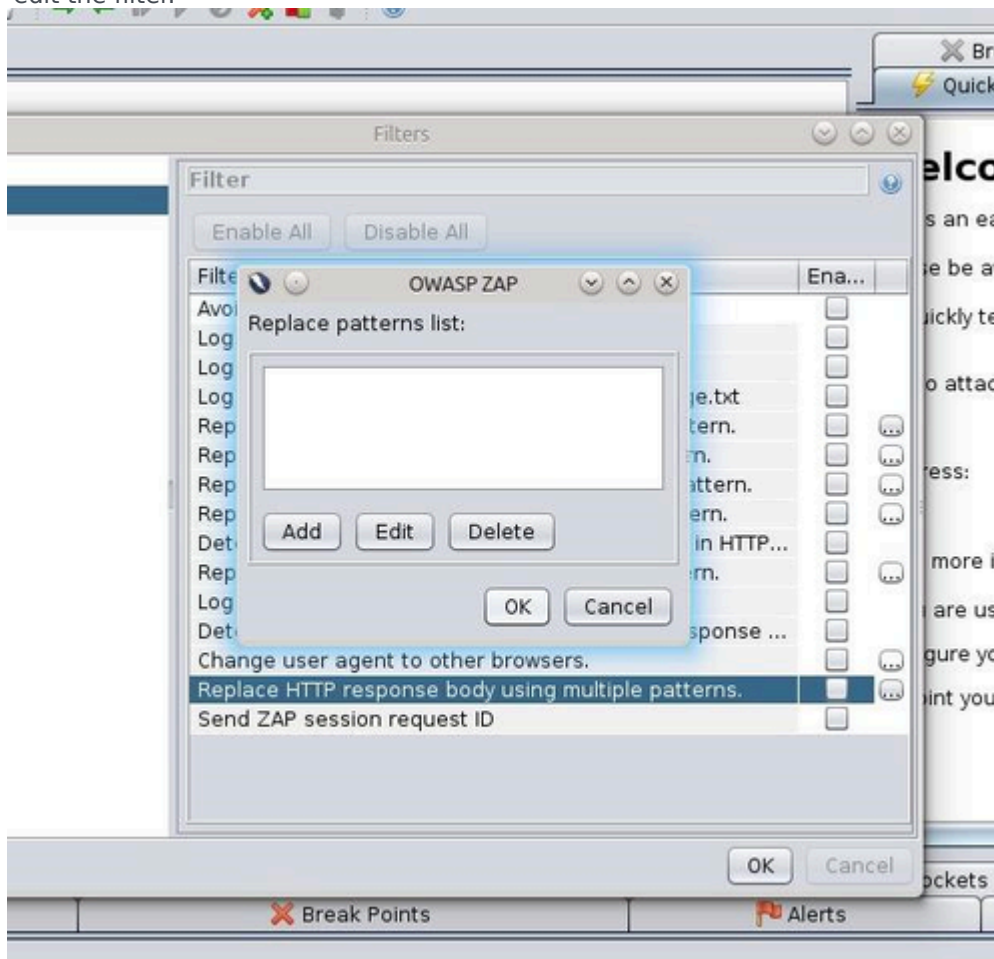
1. Open **Tools > Filter...**



Configuring the Proxy Filter

Select the Filter menu item.

2. In the list of filters, select **Replace HTTP response body using multiple patterns** and click ... to edit the filter.



List of Proxy Filters

Select the filter.

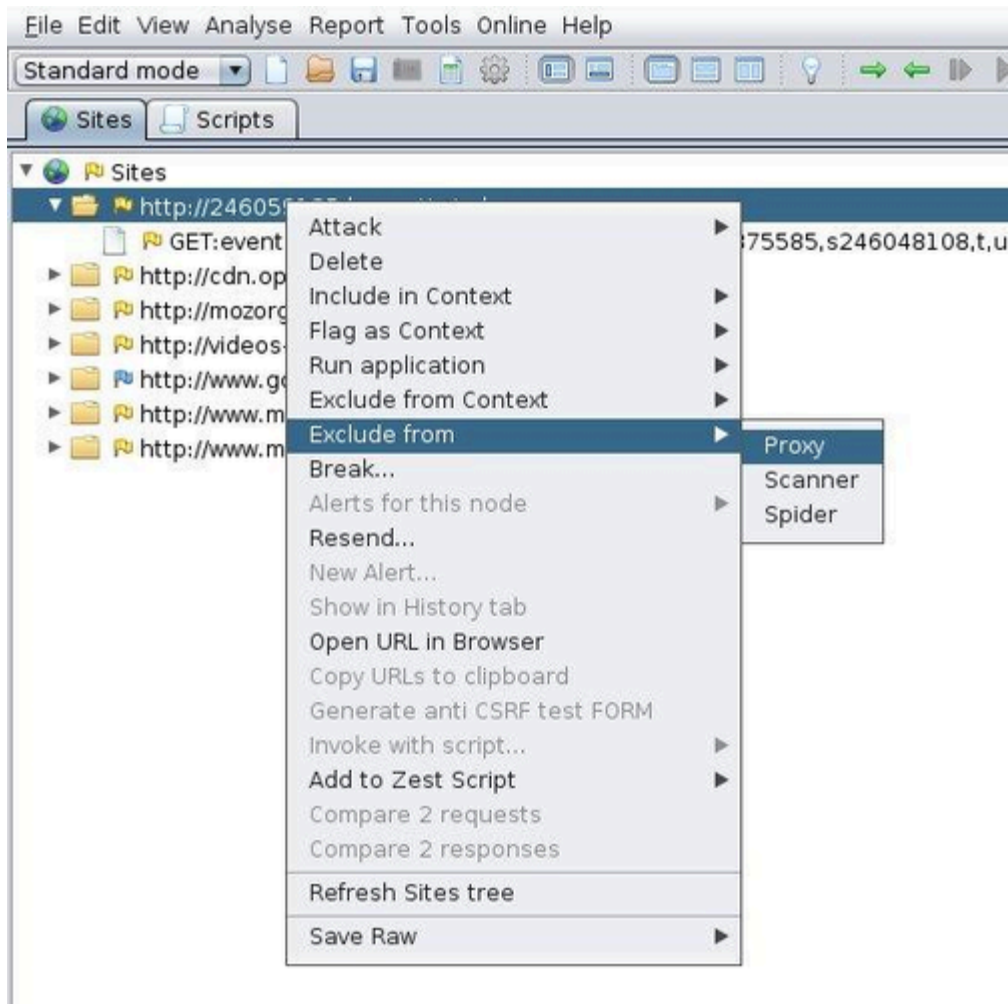
3. Click **Add**.
4. Enter **</head>** in the **Pattern:** field of the resulting dialog box.
5. Enter the following code in the **Replace with:** field.

```
<link type="text/css" rel="stylesheet" href="http://
<link_to_resources>/gkc-knowledge-widget.min.css">
<script>
  window._gkc = {
    knowledge: {
      host: 'http://<link_to_server>/gks-server/v1',
      kbId: 'knowledgefaq',
      customerId: 'gks_super'
    },
    events: {
      windowOpenEvent: function (wdWindow) {
        console.log(wdWindow);
      },
      windowCloseEvent: function (wdWindow) {
        console.log(wdWindow);
      },
      windowHideEvent: function (wdWindow) {
        console.log(wdWindow);
      },
      kbSelectEvent: function (kbId) {
        console.log(kbId);
      },
      searchEvent: function (query) {
        console.log(query);
      },
      documentOpenEvent: function (document) {
        console.log(document);
      }
    }
  };

  window._gkcLocalization = {
    title: 'Ask',
    inputPlaceholder: 'Ask a questions',
    trendingMessage: 'Trending questions',
    loading: 'Loading...',
    noResultFound: 'No relevant results found',
    feedback: {
      question: 'Was this helpful?',
      defaultAnswer: 'Thank you for your vote',
      noCommentAnswer: 'Thank you for your vote',
      submitAnswer: 'Thanks, your feedback has been submitted',
      commentPlaceholder: 'Why wasn\'t this helpful?',
      buttons: {
        yes: 'Yes',
        no: 'No',
        submit: 'Submit',
        noComment: 'No comment'
      }
    }
  };
</script>
<script src="http://<link_to_resources>/
gkc-knowledge-widget.min.js"></script>
```

6. Click **OK** to save the pattern.





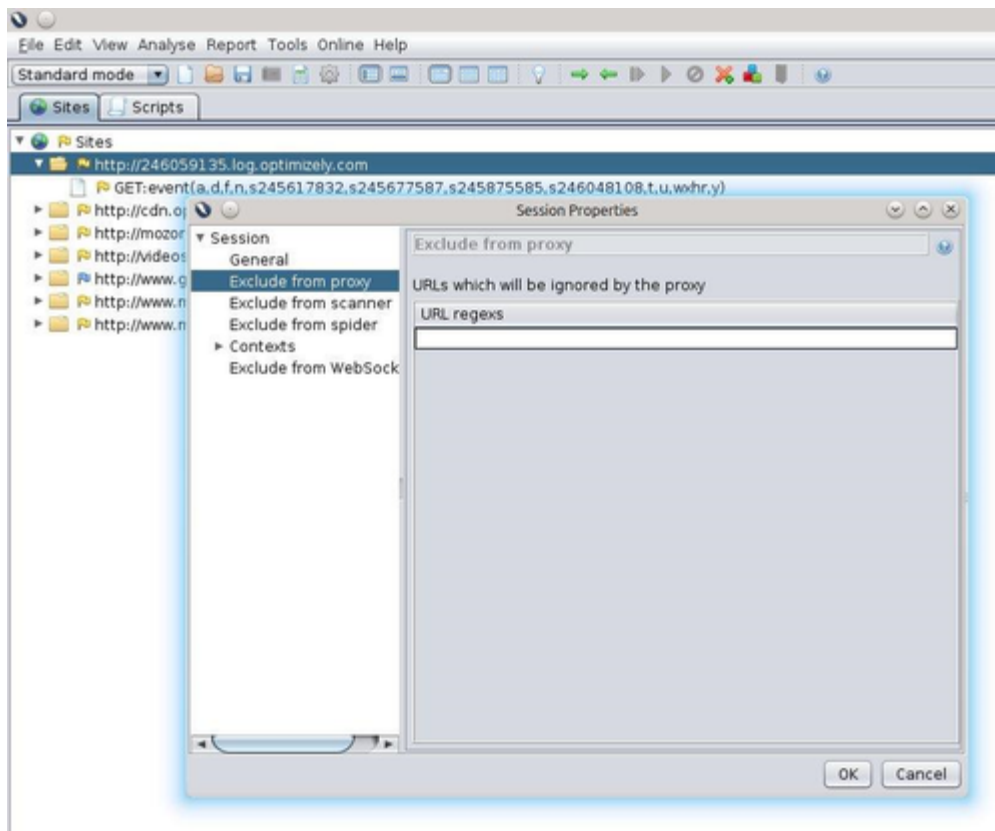
Excluding a Site from the Proxy Filter

2. Select a site to exclude.

Using the File Menu

1. Select **File > Properties**. In the **Session Properties** window, select **Exclude from proxy**, add your URL regular expression, and click **OK**. For example, to have the proxy include only the **google.com** website, use this regular expression:

```
^((?!google.com).)*$
```



Adding a Regular Expression for Ignoring Sites

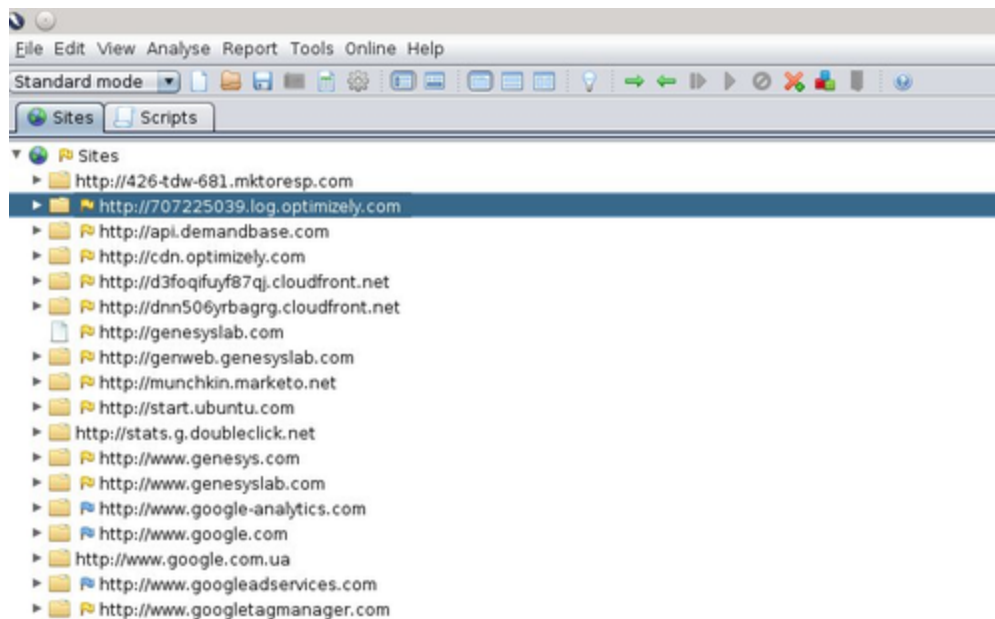
2. Enter a URL to exclude.

If you want the proxy to remember the excluded URLs beyond the current session, select **File > Persist session...** and select a file to save your session to.

End

Working with the Proxy

After you have configured the proxy, keep it open and configure the connection to the network via the Proxy inside your browser. Now you can browse through the web pages that are instrumented with the Knowledge Center Sample UI, and they will be displayed in the **Sites** tab of the proxy GUI, as shown here:



Browsing Your Proxy Sites

For more information about working with ZAP, see https://www.owasp.org/index.php/OWASP_Zed_Attack_Proxy_Project.