Genesys Knowledge Center Deployment Guide

Knowledge Center Cluster Configuration Options

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Knowledge Center Cluster Configuration Options

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Option	Name	Description	Value
Section: cross-origin			
CORS Filter Configuration	allowedOrigins	A comma separated list of origins (for example, instrumented web sites) allowed to access the Knowledge Center. If an allowed origin contains one or more "*" characters (for example http://*.domain.com) then "*" characters are converted to ".*". Characters "." are converted to "\.". Thus obtained allowed origin can be interpreted as a regular expression.	**Default value:** "*" **Value Type:**string **Changes Take Effect:** At start/restart
Section: cms.cluster			
Configuration of the Knowledge Center CMS Cluster.			
Database connection URL	dbConnectionUrl	Database connection string for the selected persistent storage. Examples: for Microsoft SQL: jdbc:sqlserver://[host of MS SQL server]:[port of MS SQL server; 1433 by default];databaseName=[CMS DB name] for Oracle: jdbc:oracle:thin:[userName]/[password]@[host of Oracle DB]:[port of Oracle DB; 1521 by default]:[SID. for example ORCL] or jdbc:oracle:thin:@//[host of Oracle DB]:[port of Oracle DB; 1521 by default]/[Service Name] for PostgreSQL: jdbc:postgresql://[host of PostreSQL server]:[port of	**Default value:** <empty> **Value Type:**string **Changes Take Effect:** At start/restart

Option	Name	Description	Value
		PostreSQL server; 5432 by default]/[CMS DB name]	
Database user password	dbPassword	Password for user for access JDBC database.	**Default value:** <empty> **Value Type:**string **Changes Take Effect:** At start/restart
Database user name	dbUsername	Name of user for access JDBC database.	**Default value:** <empty> **Value Type:**string **Changes Take Effect:** At start/restart
Storage type	type	Type of persistent storage provider used for Knowledge Center CMS repository.	**Default value:** mssql **Value Type:**enumerated type **Valid values:** **[+] mssql** Microsoft SQL Server **[+] oracle** Oracle **[+] postgre** PostgreSQL **Changes Take Effect:** At start/restart
Section: cms.general			

Option	Name	Description	Value
Connection to CMS load balancer	externalURL	Public URL that is used to access the CMS directly or via load balancer (like http://<cms host>:<CMS default port>/gks-cms). This URL will be used to build the link on the attachments in knowledge documents.	**Default value:** <empty> **Value Type:**string **Changes Take Effect:** Immediately
Approval flow default value	approvalFlow.default	(Introduced in 9.0.003) Default value for approval flow in knowledge bases.	**Default value:** standard **Value Type:** enumerated type **Valid Values:** standard, simple **Changes Take Effect:** at start/restart
Named entities synchronization delay	ne.synchro.delay	(Introduced in 9.0.004.xx) Delay for named entities synchronization from CMS to GKS in minutes.	**Default value:** 30 **Value Type:** integer **Valid values:** any positive integer **Changes Take Effect:** At start/restart
Section: translation			
API key	key	Translation service API key. Key is provided by translation provider and required as part of request authentication to API.	**Default value:** <empty> **Value Type:**string **Changes Take Effect:** Immediately
Translation service	type	Defines translation service provider used by Knowledge Center CMS.	**Default value:** none **Value Type:**enumerated type **Valid values:** **[+] none** None **[+] google**

Option	Name	Description	Value
			Google Could Translation API **[+] microsoft** Microsoft Translator Text API **[+] yandex** Yandex.Translate **Changes Take Effect:** At start/ restart
Section: general			
Time to live for session	sessionTtl	Specifies the length of time that the server will store session information while no activities are carried out.	**Default value:** 8h **Value Type:**regular expression [^[0-9]*(ms|m|h|d|w)] **Valid values:** number + unit, for example, 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks) **Changes Take Effect:** Immediately
Folder name for knowledge bases	knowledgebaseFolder	Name for folder in \"Script\" in Tenant in Configuration for storing Knowledge Base definitions for particular Knowledge Center Cluster.	**Default value:** knowledge **Value Type:**regular expression [^[a-zA-Z0-9_]*$] **Valid values:** Any non-empty alpha-numeric string **Changes Take Effect:** After restart
Section: index			
Number of replicas in historical index	historyNumberOfReplicas	Number of copies of historical index. Copies of index help to improve read	**Default value:** 1

Option	Name	Description	Value
		performance and tolerate lost data nodes. On the other hand they consume your disc space.	**Value Type:**integer **Changes Take Effect:** Immediately
Number of shards in historical index	historyNumberOfShards	Number of shard (parts) that each historical index is divided into. Please follow Elasticsearch recommendations and projected load to estimate number of shards required.	**Default value:** 1 **Value Type:**integer **Valid values:** Any integer greater than 1 and less than 10 inclusively. Takes effect for new indexes only, settings of existing historical indexes will not be changed. **Changes Take Effect:** Immediately
Index namespace	namespace	Namespace constant used as the prefix in the name of Elasticsearch indexes to ensure no naming conflict will arise while using the same Elasticsearch cluster for other tasks (including 2 independent Knowledge Center clusters)",	**Default value:** default **Value Type:**regular expression [^[a-zA-Z0-9_]*$] **Valid values:** Any alpha-numeric string **Changes Take Effect:** After restart
History segment format	historySegmentFormat	History segment format as Java date	**Default value:** yyyy-MM **Value Type:** string **Changes Take Effect:** Immediately
Section: reporting			
IP geo location mode	geo	Determine the precision of IP geo location algorithm.	**Default value:** CITY **Value Type:**enumerated type **Valid values:** **[+] OFF** Disabled **[+] CITY**

Option	Name	Description	Value
			Customer's city **[+] IP** Customer's IP Address **[+] COUNTRY** Customer's country **Changes Take Effect:** Immediately
Time to live	ttl	Specifies the length of time that records will be stored in the history.	**Default value:** 365d **Value Type:**regular expression [^[0-9]*(ms|m|h|d|w)] **Valid values:** number + unit, for example, 1d or 3m. Supported units: d (days), m (minutes), h (hours), or w(weeks) **Changes Take Effect:** Immediately
Kibana provisioning	kibana.provision	Enable Kibana provisioning with dashboards and visualization.	**Default value:** true **Value Type:** Boolean **Changes Take Effect:** At start/restart
Overwrite Pulse Templates	pulse.provision	Enable Pulse provisioning with predefined templates.	**Default value:** true **Value Type:** Boolean **Changes Take Effect:** At start/restart
Section: search			

Option	Name	Description	Value
Using NLP at analysis	useNlp	Enables/disables NLP processing against indexing data and search queries	**Default value:** true **Value Type:** Boolean **Changes Take Effect:** At start/restart
Number of documents in result	numberOfAnswers	Number of documents returned as the result of search operation (if other not specified directly in request)	**Default value:** 6 **Value Type:** integer **Valid values:** Any integer greater than 0 **Changes Take Effect:** Immediately
Trending period	trendingPeriod	Number of the days from now that is document usage is analyzed for to show trending knowledge documents (the documents having most attention during the recent period).	**Default value:** 10 **Value Type:** integer **Changes Take Effect:** Immediately
Access to public knowledge	privilege.can-access-public	Enables/disables access to public knowledge for agents (authorized user). If set to true, agents able to access both public and private knowledge bases. If set to false, all agents have access to private knowledge bases only unless agent is granted special privilege"	**Default value:** true **Value Type:** Boolean **Changes Take Effect:** Immediately
Words per minute rate	wordsPerMin	Default words per minute rate that is used as basis in reading time calculation.	**Default value:** 160 **Value Type:** integer **Valid values:** Any integer greater than 0 **Changes Take Effect:** Immediately
Section: configuration			
Applying NED modifications interval	reindexNedInterval	(Introduced in 9.0.004.xx) Defines time between operations of applying modifications of NED for improving search.	**Default Value:** 120s **Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Changes Take Effect:** Immediately

Option	Name	Description	Value
Feedback classification interval	feedbackClassificationInterval	(Introduced in 9.0.004.xx) Defines time interval between operations of classifying feedback information.	**Default Value:** 1d **Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Valid Values:** any positive integer plus h, m, s or d to indicate hours, minutes, second or days **Changes Take Effect:** Immediately
Update document rating interval	updateRatingInterval	(Introduced in 9.0.004.xx) Defines time interval for performing document rating update.	**Default Value:** 1h **Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Valid Values:** any positive integer plus h, m, s or d to indicate hours, minutes, second or days **Changes Take Effect:** Immediately
Agent refresh interval	usersRefreshInterval	Defines the time interval in which information about agents is cached in memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.	**Default value:** 120s **Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Valid values:** any positive integer plus h, m, s or d to indicate hours, minutes, second or days **Changes Take Effect:** Immediately
Business attributes refresh interval	attributesRefreshInterval	Defines time interval that information about business attributes (languages, media type) is cached in memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.	**Default value:** 120s **Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Valid values:** any positive integer plus h, m, s or d to indicate hours, minutes, second or days **Changes Take Effect:** Immediately
Skills refresh interval	skillsRefreshInterval	Defines time interval that information about skills is cached in	**Default value:** 120s

Option	Name	Description	Value
		memory. The larger the interval, the fewer the requests sent to configuration server, but it will take more time (up to specified interval) to get recently updated information from Configuration Server.	**Value Type:** regular expression [^[0-9]*(s|m|h|d)] **Valid values:** any positive integer plus h, m, s or d to indicate hours, minutes, second or days **Changes Take Effect:** Immediately
Section: security			
Authorization scheme	auth-scheme	Specifies the HTTP authentication scheme used to secure REST API requests to the Knowledge Server. With the Basic scheme, clients must be authenticated with a user ID and password. Applies to: Genesys Knowledge Center Server	**Default value:** none **Value Type:** enumerated type **Valid values:** **[+] basic** Basic Authorization **[+] none** Disabled **Changes Take Effect:** Immediately
Password	password	The user password used in authentication for the REST API. Applies to: Genesys Knowledge Center Server.	**Default value:** <empty> **Value Type:** string **Changes Take Effect:** Immediately
User ID	user-id	The user identifier (login) used in authentication for the REST API. Applies to: Genesys Knowledge Center Server.	**Default value:** <empty> **Value Type:** string **Changes Take Effect:** Immediately

Option	Name	Description	Value
Section: kibana			
Enable/disable Kibana	enabled	Configuration of Kibana component	**Default value:** false **Value Type:** Boolean **Changes Take Effect:** Immediately
Path to kibana proxy	base_path	Path to mount Kibana for running it behind a proxy. It is important to enter exactly the value of "/gks-server/kibana" with no tailing slash. Exactly at this point knowledge server exposes its entry point for proxying kibana.	**Default value:** "" **Value to enable proxy** "/gks-server/kibana" **Changes Take Effect:** Immediately
Kibana protected (internal) host	host	Specifies the host to which GKS will redirect Kibana proxy calls. IP addresses and host names are both valid values.	**Default value:** 0.0.0.0 **Recommended value:** Hostname or IP address of Kibana instanse **Changes Take Effect:** At start/restart
Enable/disable connection to external Kibana	external	Enabling or disabling use of external Kibana for reporting.	**Default value:** false **Value Type:** Boolean **Changes Take Effect:** At start/restart
Port of external Kibana instance.	port	Specifies the port to which GKS will redirect Kibana proxy calls.	**Default value:** 5601 **Recommended value:** valid port of external Kibana instanse **Changes Take Effect:** At start/restart
Section: agent-can-see			
Access to the query history from the Knowledge Center WDE Plug-in.	history	Enables/disables access to conversation history. If set to true, agents are able to access the history from the Agent UI.	**Default value:** true **Value Type:** Boolean **Changes Take Effect:** At start/restart