QnA Service

Knowledge Search Service - Quick start guide

10/4/2019

Contents

This is a quick-start guide for Knowledge Search Service. If you're a new user, read the conceptual information below and follow the step-by step instructions to get up and running.

Note: This article references the KnowledgeBase API endpoints used to accomplish each required task.

About Knowledge Search Service

Knowledge Search Service is an AI-powered service that enables you to build sophisticated knowledge bases that can be intelligently searched using APIs.

How it works

Create knowledge base

- Supported data format: JSON
- Supported content: Text only
- Max FAQs: 500
- Max knowledge bases: 5
- Max document file size: 10 KB

Useful if you have a large knowledge base

Create categories

- Supported data format: JSON
- Supported content: Text only
- Max FAQs: 500
- Max knowledge bases: 5
- Max document file size: 10 KB

Upload documents

Train model

- Based on the documents in the knowledge base
- Specific to a single language

Search knowledge base

If search fails, expand your questions and re-train models

The basic procedures, documented in detail below, are as follows:

1. Create a knowledge base, which is basically a library for your FAQs.

2. Create categories for the content. This step is optional but very useful if you want to tag your documents with categories.

3. Upload documents (optionally tagged with categories) to the knowledge base.

4. Train a model on the content that will be indexed.

5. Search the knowledge base.

After that, all content in the knowledge base is indexed and can be searched for answers to end users' questions or keywords. All search results returned to the user contain a confidence score.

The remainder of this document covers the API endpoints used to complete each task.

Knowledge bases

A knowledge base is basically a library of stored information (FAQs) that can be searched for answers to customers' questions. In this step, create the knowledge base so that you can add content to it later.

Important

Important notes about this API:

- Supported data format: JSON.

- Supported content: Text only. Rich media (images and video, for example) is not supported.

- **Maximum number of allowable FAQs in the knowledge base: 500. Note:** There is no minimum, but you need at least 5 documents in the knowledge base in order to effectively train a model and search the knowledge base.

- Maximum number of allowable knowledge bases per PureCloud organization: 5.

- Maximum allowable document file size: 10 KB.

- Maximum payload size for any request: 3 MB.

- The value of coreLanguage must use the format language [-LOCALE], where language is a two-character string and LOCALE is an upper case two-character string. For example - **en-US**, **en-UK**, etc.

Create a knowledge base

POST

/api/v2/knowledge/knowledgebases

Request Payload

```
{
  "name": "Retail Banking",
  "description": "This knowledge base contains information about retail banking",
  "coreLanguage": "en-US"
}
```

Response Payload

```
{
  "name": "Retail Banking",
  "description": "This knowledge base contains information about retail banking",
  "coreLanguage": "en-US",
  "dateCreated": "2019-09-27T20:34:26.703Z",
  "dateModified": "2019-09-27T20:34:26.703Z",
  "id": "5c1177c2fa7281014367cb1a",
  "selfUri": null
}
```

View a knowledge base

GET
/api/v2/knowledge/knowledgebases/{knowledgebaseId}

Response Payload

```
{
  "name": "Retail Banking",
  "description": "This knowledge base contains information about retail banking",
  "coreLanguage": "en-US",
  "dateCreated": "2019-09-27T20:37:26.401Z",
  "dateModified": "2019-09-27T20:37:26.401Z",
  "id": "5c1177c2fa7281014367cb1a",
  "selfUri": null
}
```

View a list of knowledge bases

GET
/api/v2/knowledge/knowledgebases

Parameters

Parameter	Description	Notes
limit	Specifies the maximum number of items to be retrieved per page.	Example: The following indicates a limit of three knowledge bases per page: https://api.genesysappliedresearch.com/v2/knowledge/knowledgebases?limit=3

> ## Important
>
> If the number of items exceeds the specified limit, use previousUri and nextUri to view subsequent and previous page results. The output will be what you see in the response payload, and the nextUri and/or previousUri will be filled in with a string. For example:
>
> ```
> https://api.genesyappliedresearch.com/v2/knowledge/knowledgebases?limit=3
>  ter=eyJpZCI6ImZkZWE0ZGJhLTcxMDctNDhjZS04MDZjLWRiNzA4MDQzZjU0YS
>  IsIm9yZ0lkIjoiNjhiYWY1N2EtMGJkOS00NzU1LTljMmEtNGZiODg2YmRjNWMzIiwia
>  2JJZCI6ImU1Njc0Y2Y5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImxhbmd
>  1YWdlQ29kZSI6ImVuLVVTIiwibWFpblBhcnRpdGlvbktleSI6IjY4YmFmNTdhLTBiZDktN
>  Dc1NS05YzJhLTRmYjg4NmJkYzVjMyNlNTY3NGNmOS1iNDI5LTRmMTQtYmFlZC04N
>  zE2YjY5MTQ1Y2UjZmRlYTRkYmEtNzEwNy00OGNlLTgwNmMtZGI3MDgwNDNmNTRh
>  IiwidHlwZUtleSI6InYwIzY4YmFmNTdhLTBiZDktNDc1NS05YzJhLTRmYjg4NmJkYzVjM
>  yNlNTY3NGNmOS1iNDI5LTRmMTQtYmFlZC04NzE2YjY5MTQ1Y2UjZW4tVVVMiLCJncm
>  91cElkIjoiNjhiYWY1N2EtMGJkOS00NzU1LTljMmEtNGZiODg2YmRjNWMzI2U1Njc0Y2Y
>  5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImRhdGVNb2RpZmllZCI6Ik9jdCAyL
>  CAyMDE5IDM6MzY6MzggUE0iLCJ0aXRsZSI6IldoYXQgdHlwZSBvZiBmb29kcyBkb2V
>  zIEZEQSB0YWtlIGNhcmUgb2Y/In0=
> ```
>
> To go to next page of of results, use the URI above in a GET request.

Response Payload

```
{
  "entities": [
    {
      "name": "Retail Banking",
      "description": "This knowledge base contains information about retail banking",
      "coreLanguage": "en-US",
      "dateCreated": "2019-10-01T19:40:32.872Z",
      "dateModified": "2019-10-01T19:40:32.872Z",
      "id": "5c1177c2fa7281014367cb1a"
    }
  ],
  "count": 1,
  "previousUri": null,
  "nextUri": null
}
```

Update a knowledge base

PUT

/api/v2/knowledge/knowledgebases/{knowledgebaseId}

Request Payload

```
{
  "name": "Retail Banking",
  "description": "This knowledge base contains information about retail banking",
```

```
  "coreLanguage": "en-US"
}
```

Response Payload

```
{
  "name": "Retail Banking",
  "description": "This knowledge base contains information about retail banking",
  "coreLanguage": "en-US",
  "dateCreated": "2019-09-27T21:00:22.959Z",
  "dateModified": "2019-09-27T21:00:22.959Z",
  "id": "5c1177c2fa7281014367cb1a",
  "selfUri": null
}
```

Delete a knowledge base

DELETE

/api/v2/knowledge/knowledgebases/{knowledgebaseId}

Categories

Categories are similar to tags, meaning that each category can contain a group of documents with similar characteristics or content. For example, you could have a single category for documents that relate to home loans, another category for documents that relate to insurance policies, and so on. When you create documents, you can link them to one or multiple categories.

Important

Important notes about this API:

- Maximum payload size for any request: 3 MB.

- The value of coreLanguage must use the format language [-LOCALE], where language is a two-character string and LOCALE is an upper case two-character string. For example - **en-US**, **en-UK**, etc.

Create a category

POST

/api/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/categories

Request Payload

```
{
  "name": "string",
  "description": "string"
}
```

Response Payload

```
{
  "id": "string",
  "name": "string",
  "description": "string",
  "languageCode": "string",
  "dateCreated": "2019-09-27T20:41:03.825Z",
  "dateModified": "2019-09-27T20:41:03.825Z",
  "knowledgeBase": {
    "name": "Retail Banking",
    "description": "This knowledge base contains information about retail banking",
    "coreLanguage": "en-US",
    "dateCreated": "2019-09-27T20:41:03.825Z",
    "dateModified": "2019-09-27T20:41:03.825Z",
    "id": "5c1177c2fa7281014367cb1a"
  },
  "selfUri": null
}
```

View a list of categories

GET

/api/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/categories

Parameters

Parameter	Description	Notes
limit	Specifies the maximum number of items to be retrieved per page.	Example: The following indicates a limit of three categories per page: https://api.genesysappliedresearch.com/v2/knowledge/{knowledgebaseId}/languages/{languageCode}/categories?

> **Important**
>
> If the number of items exceeds the specified limit, use previousUri and nextUri to view subsequent and previous page results. The output will be what you see in the response payload, and the nextUri and/or previousUri will be filled in with a string. For example:
>
> https://api.genesysappliedresearch.com/v2/knowledge/knowledgebases/{knowledgebaseI
> ter=eyJpZCI6ImZkZWE0ZGJhLTcxMDctNDhjZS04MDZjLWRiNzA4MDQzZjU0YSIsIm9yZ0lkIjoiNjhiYW
> iODg2YmRjNWMzIiwia2JJZCI6ImU1Njc0Y2Y5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImxhb
> BhcnRpdGlvbktleSI6IjY4YmFmNTdhLTBiZDktNDc1NS05YzJhLTRmYjg4NmJkYzVjMyNlNTY3NGNmOS1il
> Q1Y2UjZmRlYTRkYmEtNzEwNy00OGNlLTgwNmMtZGI3MDgwNDNmNTRhIiwidHlwZUtleSI6InYwIzY4YmFml
> Yjg4NmJkYzVjMyNlNTY3NGNmOS1iNDI5LTRmMTQtYmFlZC04NzE2YjY5MTQ1Y2UjZW4tVVMiLCJncm91cE.

```
1LTljMmEtNGZiODg2YmRjNWMzI2U1Njc0Y2Y5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImRhd
M6MzY6MzggUE0iLCJ0aXRsZSI6IldoYXQgdHlwZSBvZiBmb29kcyBkb2VzIEZEQSB0YWtlIGNhcmUgb2Y/
```

To go to next page of of results, use the URI above in a GET request.

Response Payload

```
{
  "entities": [
    {
      "id": "string",
      "name": "string",
      "description": "string",
      "languageCode": "string",
      "dateCreated": "2019-09-27T20:42:09.321Z",
      "dateModified": "2019-09-27T20:42:09.321Z",
      "knowledgeBase": {
        "name": "Retail Banking",
        "description": "This knowledge base contains information about retail banking",
        "coreLanguage": "en-US",
        "dateCreated": "2019-09-27T20:42:09.321Z",
        "dateModified": "2019-09-27T20:42:09.321Z",
        "id": "5c1177c2fa7281014367cb1a"
      },
      "selfUri": "string"
    }
  ],
  "count": 1,
  "previousUri": null,
  "nextUri": null
}
```

View a category

GET
/api/v2/knowledge/ knowledgebases/{knowledgebaseId}/languages/{languageCode}/categories/{categoryId}

Response Payload

```
{
  "id": "string",
  "name": "string",
  "description": "string",
  "languageCode": "string",
  "dateCreated": "2019-09-27T20:43:02.088Z",
  "dateModified": "2019-09-27T20:43:02.088Z",
  "knowledgeBase": {
    "name": "Retail Banking",
    "description": "This knowledge base contains information about retail banking",
    "coreLanguage": "en-US",
    "dateCreated": "2019-09-27T20:43:02.088Z",
    "dateModified": "2019-09-27T20:43:02.088Z",
    "id": "5c1177c2fa7281014367cb1a"
```

```
  },
  "selfUri": null
}
```

Update a category

PUT

**/api/v2/knowledge/
knowledgebases/{knowledgebaseId}/languages/{languageCode}/categories/{categoryId}**

Request Payload

```
{
  "name": "string",
  "description": "string"
}
```

Response Payload

```
{
  "id": "string",
  "name": "potentially updated string",
  "description": "potentially updated string",
  "languageCode": "string",
  "dateCreated": "2019-09-27T20:43:02.088Z",
  "dateModified": "2019-09-27T20:43:02.088Z",
  "knowledgeBase": {
    "name": "Retail Banking",
    "description": "This knowledge base contains information about retail banking",
    "coreLanguage": "en-US",
    "dateCreated": "2019-09-27T20:43:02.088Z",
    "dateModified": "2019-09-27T20:43:02.088Z",
    "id": "5c1177c2fa7281014367cb1a"
  },
  "selfUri": null
}
```

Delete a category

DELETE

**/api/v2/knowledge/
knowledgebases/{knowledgebaseId}/languages/{languageCode}/categories/{categoryId}**

Documents

Now that you have a knowledge base created, you can add content/documents to it. When you create or upload documents to the knowledge base, remember that you can optionally link the documents to categories.

> ## Important
>
> Important notes about this API:
>
> - Supported data format: JSON.
>
> - Supported content: Text only. Rich media (images and video, for example) is not supported.
>
> - Maximum number of allowable FAQs in the knowledge base: 500. **Note:** There is no minimum, but you need at least 5 documents in the knowledge base in order to effectively train a model and search the knowledge base.
>
> - Maximum number of allowable knowledge bases per PureCloud organization: 5.
>
> - Maximum allowable document file size: 10 KB.
>
> - Maximum payload size for any request: 3 MB.
>
> - The value of coreLanguage must use the format language [-LOCALE], where language is a two-character string and LOCALE is an upper case two-character string. For example - **en-US**, **en-UK**, etc.
>
> - All FAQs must be constructed as fully-descriptive questions in order to effectively train a model and search the knowledge base. Here are some examples:
>
>   - Effective: What is your favorite color?
>
>   - Ineffective: What is your favorite?
>
>   - Effective: How many coins do you have in your pocket?
>
>   - Ineffective: How many coins?

Upload a single document

All FAQs must be constructed as fully-descriptive questions in order to effectively train a model and search the knowledge base. Alternatives are currently not used for training models but will be supported in future releases.

POST
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents

Request Payload

```
{
  "type": "Faq",
  "faq": {
    "question": "What is the current personal loan rate?",
    "answer": "Below 5% on average",
    "alternatives": "['Where can I get information about the rate for personal loans?']"
  },
  "categories": [
    {
      "id": "5c1177c2fa7281014367cb1a"
```

```
    }
  ],
  "externalUrl": "string"
}
```

Response Payload

```
{
    "id": "c17a52c8-1930-4add-b3e1-8d2ec4f1199b",
    "type": "faq",
    "languageCode": "en-US",
    "article": null,
    "faq": {
      "question": "What is the current personal loan rate?",
      "answer": "Below 5% on average",
      "alternatives": "['Where can I get information about the rate for personal loans?']"
    },
    "categories": null,
    "knowledgeBase": {
      "name": "Retail Banking",
      "description": "This knowledge base contains information about retail banking",
      "coreLanguage": "en-US",
      "dateCreated": "2019-09-27T20:43:02.088Z",
      "dateModified": "2019-09-27T20:43:02.088Z",
      "id": "5c1177c2fa7281014367cb1a"
    },
    "externalUrl": "http://test",
    "selfUri": null,
    "dateCreated": "2019-10-01T17:56:29.490Z",
    "dateModified": "2019-10-01T17:56:29.490Z"
}
```

Update and/or Upload multiple documents

PATCH

/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents

Request Payload

```
[
  {
    "type": "Faq",
    "faq": {
      "question": "What is the current personal loan rate?",
      "answer": "Below 5% on average",
      "alternatives": "['Where can I get information about the rate for personal loans?']"
    },
    "categories": [
      {
        "id": "5c1177c2fa7281014367cb1a"
      }
    ],
    "externalUrl": "string"
  }
]
```

Response Payload

```
[
    {
        "id": "02bdb1d8-4085-459c-bea3-556b63ddc978",
        "type": "faq",
        "languageCode": "en-US",
        "article": null,
        "faq": {
            "question": "How come Morgan Freeman has such a voice?",
            "answer": "Lots of acting and preparation",
            "alternatives": [
                "Morgan Freeman's voice"
            ]
        },
        "categories": [
            {
                "id": "6c2cc6cf-5a4c-47bd-ace7-d70073a62e69",
                "name": "Category 1",
                "description": "First category, yeah, the first",
                "languageCode": "en-US",
                "dateCreated": "2019-10-02T10:54:01.911Z",
                "dateModified": "2019-10-02T10:54:01.911Z"
            }
        ],
        "knowledgeBase": {
            "id": "69a3aa97-7564-41bc-897b-c7f5eb8b88e0",
            "name": "Knowledge Base for IBM",
            "description": "Knowledge base IBM, world leader in selling mainframes",
            "coreLanguage": "en-US",
            "dateCreated": "2019-10-02T10:50:36.350Z",
            "dateModified": "2019-10-02T10:50:36.870Z"
        },
        "externalUrl": "http://test",
        "selfUri": null,
        "dateCreated": "2019-10-02T11:04:31.903Z",
        "dateModified": "2019-10-02T11:04:31.903Z"
    },
    {
        "id": "c3c6f68a-9e6b-4b6a-aa59-2be9acb89b8e",
        "type": "faq",
        "languageCode": "en-US",
        "article": null,
        "faq": {
            "question": "Can meditation help your brain relax?",
            "answer": "This is highly recommended, so answer is yes",
            "alternatives": [
                "Meditation"
            ]
        },
        "categories": [
            {
                "id": "6c2cc6cf-5a4c-47bd-ace7-d70073a62e69",
                "name": "Category 1",
                "description": "First category, yeah, the first",
                "languageCode": "en-US",
                "dateCreated": "2019-10-02T10:54:01.911Z",
                "dateModified": "2019-10-02T10:54:01.911Z"
            }
        ],
```

```
        "knowledgeBase": {
            "id": "69a3aa97-7564-41bc-897b-c7f5eb8b88e0",
            "name": "Knowledge Base for IBM",
            "description": "Knowledge base IBM, world leader in selling mainframes",
            "coreLanguage": "en-US",
            "dateCreated": "2019-10-02T10:50:36.350Z",
            "dateModified": "2019-10-02T10:50:36.870Z"
        },
        "externalUrl": "http://test",
        "selfUri": null,
        "dateCreated": "2019-10-02T11:04:31.963Z",
        "dateModified": "2019-10-02T11:04:31.963Z"
    },
    {
        "id": "81d8a55e-5d74-4cdf-98d0-17e56a6be350",
        "type": "faq",
        "languageCode": "en-US",
        "article": null,
        "faq": {
            "question": "How much blood does the heart pump every time into the human body?",
            "answer": "Several mls, it depends on the person condition, age, etc",
            "alternatives": [
                "Heart blood pumping capacity"
            ]
        },
        "categories": [
            {
                "id": "6c2cc6cf-5a4c-47bd-ace7-d70073a62e69",
                "name": "Category 1",
                "description": "First category, yeah, the first",
                "languageCode": "en-US",
                "dateCreated": "2019-10-02T10:54:01.911Z",
                "dateModified": "2019-10-02T10:54:01.911Z"
            }
        ],
        "knowledgeBase": {
            "id": "69a3aa97-7564-41bc-897b-c7f5eb8b88e0",
            "name": "Knowledge Base for IBM",
            "description": "Knowledge base IBM, world leader in selling mainframes",
            "coreLanguage": "en-US",
            "dateCreated": "2019-10-02T10:50:36.350Z",
            "dateModified": "2019-10-02T10:50:36.870Z"
        },
        "externalUrl": "http://test",
        "selfUri": null,
        "dateCreated": "2019-10-02T11:04:32.063Z",
        "dateModified": "2019-10-02T11:04:32.063Z"
    }
]
```

Update a single document

PUT

/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents/{documentId}

Request Payload

```
{
  "type": "Faq",
  "faq": {
    "question": "What is the current personal loan rate?",
    "answer": "Below 5% on average",
    "alternatives": "['Where can I get information about the rate for personal loans?']"
  },
  "categories": [
    {
      "id": "5c1177c2fa7281014367cb1a"
    }
  ],
  "externalUrl": "string"
}
```

Response Payload

```
{
    "id": "c17a52c8-1930-4add-b3e1-8d2ec4f1199b",
    "type": "faq",
    "languageCode": "en-US",
    "article": null,
    "faq": {
      "question": "What is the current personal loan rate?",
      "answer": "Below 5% on average",
      "alternatives": "['Where can I get information about the rate for personal loans?']"
    },
    "categories": null,
    "knowledgeBase": {
      "name": "Retail Banking",
      "description": "This knowledge base contains information about retail banking",
      "coreLanguage": "en-US",
      "dateCreated": "2019-09-27T20:43:02.088Z",
      "dateModified": "2019-09-27T20:43:02.088Z",
      "id": "5c1177c2fa7281014367cb1a"
    },
    "externalUrl": "http://test",
    "selfUri": null,
    "dateCreated": "2019-10-01T17:56:29.490Z",
    "dateModified": "2019-10-01T17:56:29.490Z"
}
```

View all documents

GET
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents

Parameters

Parameter	Description	Notes
limit	Specifies the maximum number of items to be retrieved per page.	Example: The following indicates a limit of three documents per page:

		https://api.genesysappliedresearch.com/v2/knowledge/ knowledgebases/{knowledgebaseId}/language/{languageCode}/docu

> **Important**
>
> If the number of items exceeds the specified limit, use previousUri and nextUri to view subsequent and previous page results. The output will be what you see in the response payload, and the nextUri and/or previousUri will be filled in with a string. For example:
>
> ```
> https://api.genesysappliedresearch.com/v2/knowledge/knowledgebases/{knowledgebaseId}/lar
>  ter=eyJpZCI6ImZkZWE0ZGJhLTcxMDctNDhjZS04MDZjLWRiNzA4MDQzZjU0YSIsIm9yZ0lkIjoiNjhiYWY1N2Et
> iODg2YmRjNWMzIiwia2JJZCI6ImU1Njc0Y2Y5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImxhbmd1YWc
> blBhcnRpdGlvbktleSI6IjY4YmFmNTdhLTBiZDktNDc1NS05YzJhLTRmYjg4NmJkYzVjMyNlNTY3NGNmOS1iNDI5
> MTQ1Y2UjZmRlYTRkYmEtNzEwNy00OGNlLTgwNmMtZGI3MDgwNDNmNTRhIiwidHlwZUtleSI6InYwIzY4YmFmNTdh
> TRmYjg4NmJkYzVjMyNlNTY3NGNmOS1iNDI5LTRmMTQtYmFlZC04NzE2YjY5MTQ1Y2UjZW4tVVMiLCJncm91cElkI
> 0NzU1LTljMmEtNGZiODg2YmRjNWMzI2U1Njc0Y2Y5LWI0MjktNGYxNC1iYWVkLTg3MTZiNjkxNDVjZSIsImRhdGV
> MDE5IDM6MzY6MzggUE0iLCJ0aXRsZSI6IldoYXQgdHlwZSBvZiBmb29kcyBkb2VzIEZQSB0YWtlIGNhcmUgb2Y/
> ```
>
> To go to next page of of results, use the URI above in a GET request.

Response Payload

```
{
  "entities": [
    {
      "type": "faq",
      "faq": {
        "question": "What is the current personal loan rate?",
        "answer": "Below 5% on average",
        "alternatives": "['Where can I get information about the rate for personal loans?']"
      },
      "categories": [
        {
          "id": "string",
          "name": "string",
          "description": "string",
          "languageCode": "string",
          "dateCreated": "2019-09-27T20:49:41.980Z",
          "dateModified": "2019-09-27T20:49:41.980Z",
          "selfUri": "string"
        }
      ],
      "knowledgebase": {
        "name": "Retail Banking",
        "description": "This knowledge base contains information about retail banking",
        "coreLanguage": "en-US",
        "dateCreated": "2019-09-27T20:49:41.980Z",
        "dateModified": "2019-09-27T20:49:41.980Z",
```

```
      "id": "5c1177c2fa7281014367cb1a"
    },
    "externalUrl": "string",
    "selfUri": "string",
    "dateCreated": "2019-10-02T02:28:29.656Z",
    "dateModified": "2019-10-02T02:28:29.673Z"
  }
  ],
  "count": 1,
  "previousUri": null,
  "nextUri": null
}
```

View a single document

GET
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents/{documentId}

Response Payload

```
{
    "id": "cdf7462e-5d02-45d9-bf02-e5017536528d",
    "type": "faq",
    "languageCode": "en-US",
    "article": null,
    "faq": {
      "question": "What is the current personal loan rate?",
      "answer": "Below 5% on average",
      "alternatives": "['Where can I get information about the rate for personal loans?']"
    },
    "categories": [],
    "knowledgeBase": {
        "name": "Retail Banking",
        "description": "This knowledge base contains information about retail banking",
        "coreLanguage": "en-US",
        "dateCreated": "2019-09-27T20:50:20.207Z",
        "dateModified": "2019-09-27T20:50:20.207Z",
        "id": "5c1177c2fa7281014367cb1a"
    },
    "externalUrl": "http://test",
    "selfUri": null,
    "dateCreated": "2019-10-02T02:28:29.656Z",
    "dateModified": "2019-10-02T02:28:29.673Z"
}
```

Delete a document

DELETE
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/language/{languageCode}/documents/{documentId}

Training

You train a model on the documents within a knowledge base. You can have multiple trained models - one for each locale and language (extracted from coreLanguage and language_LOCALE defined in the knowledge base request) - within a knowledge base. Once a model is trained, the search queries return documents based on the latest trained model. Each answer matching the end user's query will be returned, and each will contain a confidence score.

> ## Important
>
> Important notes about this API:
>
> - Maximum payload size for any request: 3 MB.
>
> - The value of languageCode must use the format language [-LOCALE], where language is a two-character string and LOCALE is an upper case two-character string. For example - **en-US**, **en-UK**, etc.

Train a model

POST
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/trainings

Note: A request payload is not required for this task.

Response Payload

```
{
    "KnowledgeBase": {
        "id": "b811915d-0fd0-4ff1-8653-a35073803038"
    },
    "dateCompleted": "null",
    "dateTriggered": "2019-10-02T02:46:32.563900",
    "id": "cf3ffc0b-387a-4cf4-89c7-3f92fe44126b",
    "languageCode": "en-US",
    "status": "Queued",
    "errorMessage": "",
    "selfUri": null
}
```

Response fields

Field	Description
status	• Queued • InProgress

	• Failed • Succeeded
errorMessage	If the **status** is **Failed**, this field reports the reason for the failure. The field is empty in the initial response.

View a trained model

GET
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/trainings/{trainingId}

Response Payload

```
{
    "KnowledgeBase": {
        "id": "b811915d-0fd0-4ff1-8653-a35073803038"
    },
    "dateCompleted": "2019-10-02T02:46:48.442043+00:00",
    "dateTriggered": "2019-10-02T02:46:32.563900+00:00",
    "id": "cf3ffc0b-387a-4cf4-89c7-3f92fe44126b",
    "languageCode": "en-us",
    "status": "Succeeded",
    "selfUri": null,
    "errorMessage" : "" //this will be set only if the training status is Failed
}
```

Response fields

Field	Description
status	• Queued • InProgress • Failed • Succeeded
errorMessage	If the **status** is **Failed**, this field reports the reason for the failure.

View a list of trained models

Models are sorted by date in ascending order, meaning the most recently trained model appears first.

GET
/api/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/trainings

Example: https://api.genesysappliedresearch.com/v2/knowledge/knowledgebases/
e5674cf9-b429-4f14-baed-8716b69145ce/languages/en-US/trainings

Parameters

Parameter	Description	Notes
limit	Specifies the maximum number of items to be retrieved per page.	Example: The following indicates a limit of three training models per page: https://api.genesysappliedresearch.com/v2/knowledge/knowledgebases/{knowledgebaseId}/languages/{languageCode}/trair

Response Payload

```
{
    "entities": [
        {
            "KnowledgeBase": {
                "id": "b811915d-0fd0-4ff1-8653-a35073803038"
            },
            "dateCompleted": "2019-10-02T02:51:22.539226+00:00",
            "dateTriggered": "2019-10-02T02:46:32.563900+00:00",
            "id": "cf3ffc0b-387a-4cf4-89c7-3f92fe44126b",
            "languageCode": "en-us",
            "status": "Succeeded",
            "errorMessage" : ""
        }
    ]
}
```

Response fields

Field	Description
status	This field reports the training status. Possible values: • Queued • InProgress • Failed • Succeeded
errorMessage	If the **status** is **Failed**, this field reports the reason for the failure.

Knowledge base search

Search the knowledge base to ensure the model is trained. If your search returns the wrong results or no results, expand the questions in your documents and re-train the model.

The response body includes a confidence score to indicate the probability that the search result (document) matches to the question asked. The confidence score ranges between 0 and 1, with 0 representing a 0% confidence score and 1 representing a 100% confidence score

Search the knowledge base

> **Important**
>
> - Search words should be of minimum 5 characters.
> - The maxPageSize value can range from 1 to 20.
> - Search results are always ordered from the highest confidence score to the lowest.
> - Alternatives are not currently used to enhance search results but will be supported in future releases.

POST

/api/v2/knowledge/knowledgebases/{knowledgebaseId}/search

Request Payload

```
{
  "query": "loan discount for mustafa",
  "pageSize": 3,
  "pageNumber": 1,
  "languageCode":"en-US",
  "documentType": "Faq"
}
```

Response Payload

```
{
    "pageCount": 1,
    "pageNumber": 1,
    "pageSize": 3,
    "query": "loan discount for mustafa",
    "results": [
        {
            "KnowledgeBase": {
                "id": "e562d831-5f4b-453c-936c-32fbdcd86889"
            },
            "categories": [],
            "confidence": 0.5345726156011098,
```

```json
            "externalUrl": "http://test",
            "faq": {
                "alternatives": [
                    "What is the loan for Mustafa?"
                ],
                "answer": "Below 1%, he gets a discount",
                "question": "What is the loan for Mustafa?"
            },
            "id": "c5b0a9b2-fd28-4b30-9a75-9ab8df56a4fb",
            "languageCode": "en-US",
            "type": "Faq"
        },
        {
            "KnowledgeBase": {
                "id": "e562d831-5f4b-453c-936c-32fbdcd86889"
            },
            "categories": [],
            "confidence": 0.05447164470892401,
            "externalUrl": "http://test",
            "faq": {
                "alternatives": [
                    "What is the loan for Oracle India Pvt?"
                ],
                "answer": "Below 10%, he gets a discount",
                "question": "What is the loan for Oracle India Pvt?"
            },
            "id": "04b9357e-98dd-44c4-9c87-59f8f92d3428",
            "languageCode": "en-US",
            "type": "Faq"
        },
        {
            "KnowledgeBase": {
                "id": "e562d831-5f4b-453c-936c-32fbdcd86889"
            },
            "categories": [],
            "confidence": 0.04854227347690965,
            "externalUrl": "http://test",
            "faq": {
                "alternatives": [
                    "Loan rate for new business?"
                ],
                "answer": "That goes under personal loan",
                "question": "Loan rate for new business?"
            },
            "id": "dc184b78-be7d-421a-8e00-83d2cbeac28e",
            "languageCode": "en-US",
            "type": "Faq"
        }
    ],
    "searchId": "f108c4e7ed8e4e5db1b358ed35b5ff94",
    "total": 10
}
```

Response codes

The following table defines all possible response codes.

Code	Description
200	Success.
400	The request could not be understood by the server due to malformed syntax.
401	No authentication bearer token specified in authorization header.
403	You are not authorized to perform the requested action.
404	The requested resource was not found.
415	Unsupported media type - Unsupported or incorrect media type, such as incorrect Content type value in the header.
429	Rate limit exceeded the maximum [%s] requests within [%s] seconds.
500	The server encountered an unexpected condition that prevented it from fulfilling the request.
503	Service unavailable - the server is currently unavailable (because it is overloaded or down for maintenance).
504	The request timed out.