



app2check.com

EVA Virtual Assistant

API documentation

28/08/2019

Querying the Virtual Assistant

It allows you to retrieve the three, closest semantically, answers to the search query. The showMetadata parameter also allows you to retrieve questions associated with the answer.

<https://api.chat2check.com/eva/retrieveAnswer>

Method: POST

Request body:

```
{
  "Query": "Question for the virtual assistant",
  "apiKey": "< api-key>",
  "botId": "<id-del-bot>",
  "showMetadata": true (optional, default false)
}
```

Response body:

```
{
  "answers": [
    {
      "responseId": "15003003 (FAQ ID)",
      "body": "virtual assistant's response body"
      "associatedQuestions": [
        "Question 1."
        ...
      ]
    },
    ...
  ]
}
```

Evaluation and correction of Virtual Assistant responses

It allows you to evaluate a response and send it to the server to get statistics on the performance of the Virtual Assistant. If you get the wrong answer, you can specify which one would be the correct one, so that the Virtual Assistant can be trained to respond correctly to similar searches in the future.

<https://api.chat2check.com/eva/evaluateAndCorrect>

Method: POST

Request body:

```
{
  "botId" "<id-del-bot>",
  "Query" "Operator's Query",
  "apiKey": "< api-key>",
  "email": "<email-operator>",
  "faqId": "<faq-id-related-response-correct>",
  "evaluation: integer from 0 to 3
}
```

Parameters:

faqId: it is the id of the faq corresponding to the answer you want to mark as correct.

It can be one of the three proposed by the Virtual Assistant, or the id of a faq in the Knowledge base that you want to mark as correct and train the Virtual Assistant for future requests.

In case the answer to the Virtual Assistant question is not in the Knowledge Base, you can pass the string *"null"*

evaluation:

- **0** - if the answer given by the Virtual Assistant is wrong
- **1** - if the answer number 1 provided the Virtual Assistant is correct
- **2** - if the answer number 2 provided the Virtual Assistant is correct
- **3** - if the answer number 3 provided the Virtual Assistant is correct

Response body:

```
{  
  "result": "<response-message> "  
}
```

Reply messages:

- "Evaluation inserted" - if the evaluation has been correctly inserted and no correction has been made
- "Evaluation inserted and KB updated." if the evaluation has been correctly inserted and a correction has been made, then the KB has been updated
- "Evaluation inserted but cannot update KB, check the faqId param" - if the evaluation was entered correctly but the correction failed, probably due to incorrect faqId
- "Error sending evaluation" - if there were errors in sending the evaluation

Adding questions/answers in the Knowledge Base

It allows you to insert new answers in the KB of a bot or to insert new questions to associate with an existing answer

<https://api.chat2check.com/eva/insertInKB>

Method: POST

Request body:

```
{
    "isQuestion": bool,
    "apiKey": "< api-key>",
    "botId": "<id-del-bot>",
    "body": "Text to be inserted",
    "categoryId": int,
    "faqId": "<id-of-response>"
}
```

Parameters:

isQuestion: true if you are entering a question, false otherwise

categoryId: id of the category in which to enter the answer.

MANDATORY if you are entering an answer.

OPTIONAL if you are entering a question.

To get the category id you can invoke the `getCategories` call described below.

faqId: if you are entering a question is the id of the answer to which the question will be associated, if you are entering an answer is the id that will be assigned to the answer.

If you are entering a response and this parameter is not passed, the response id will be generated automatically.

Response body:

```
{
    "result": "<response-message>"
}
```

Reply messages:

- "Answer successfully added to KB" - if the answer has been entered correctly
- "Question successfully added to KB" - if the question has been entered correctly

Updating the Knowledge Base questions/answers

It allows you to edit questions and answers of the KB of a bot.

<https://api.chat2check.com/eva/updateKB>

Method: PUT

Request body:

```
{
  "isQuestion": bool,
  "apiKey": "< api-key>",
  "botId": "<id-del-bot>",
  "body": "Text to be modified",
  "faqId": "<responseid>", (only for answers)
  "idOnEVA": "<id-of-the-question-on-euve>" (only for questions)
}
```

Parameters:

isQuestion: true if you are entering a question, false otherwise

faqId: (to be used only if you are editing a response) is the id of the faq to be modified

idOnEva: (to be used only if you are editing a question) is the id of the question within EVA.
This id can be obtained by invoking the call `getQuestions` described below.

Response body:

```
{
  "result": "<response-message>"
}
```

Reply messages:

- "Answer successfully updated" - if the answer has been entered correctly
- "Question successfully updated" - whether the question has been correctly entered

Removing Knowledge Base questions/answers

It allows you to remove questions and answers from the KB of a bot.

<https://api.chat2check.com/eva/removeFromKB>

Method: DELETE

Request body:

```
{
  "isQuestion": bool,
  "apiKey": "< api-key>",
  "botId": "<id-del-bot>",
  "faqId": "<responseid>", (only for answers)
  "idOnEVA": "<id-of-the-question-on-euve>" (only for questions)
}
```

Parameters:

isQuestion: true if you are entering a question, false otherwise

faqId: (to be used only if you are deleting a response) is the id of the faq to be deleted

idOnEva: (to be used only if you are deleting a question) is the id of the question to be deleted within EVA. This id can be obtained by invoking the call `getQuestions` described below.

Response body:

```
{
  "result": "<response-message>"
}
```

Reply messages:

- "Answer successfully removed" - if the answer has been entered correctly
- "<didone-of-question-integrated>" - whether the application was entered correctly

Category List

It allows you to get the list of categories of a bot

<https://api.chat2check.com/eva/getCategories>

Method: GET

String query parameters:

botId: id of the bot

apiKey: EVA api key

Response body:

```
[
  {
    "name": "FAQ",
    "id": 436
  },
  ...
]
```

List Questions associated with an answer

It allows you to get the list of questions associated with an answer

<https://api.chat2check.com/eva/getQuestions>

Method: GET

String query parameters:

botId: id of the bot

apiKey: EVA api key

faqId: id of the FAQ whose questions you want to obtain

Response body:

```
[
  {
    "idOnEva": "08c32adf-a9a8-4379-981e-51e5b486ecb8",
    "Body": "Question test"
  },
  ...
]
```