**环信智能客服机器人使用指南**

# **1 问答接口**

## **1.1 获取token**

* 接口地址

/v10/commons/integration/token

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/commons/integration/token \

 -H 'content-type: application/json' \

 -d '{

 "password": "123abc",

 "username": "ceshi@163.com"

}'

* 接口请求参数说明

password ：密码

username ：用户名

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "expires": 1520829328572,

 "role": "admin",

 "roleId": "07b53966-f080-11e7-92c2-6c92bf21d70d",

 "tenantId": 48,

 "userId": "72a3e752-29f5-482f-bdb6-67587e995b6b",

 "status": "OK",

 "token": "eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjZXNoaUAxNjMuY29tIiwiaXNzIjoiZWFzZW1vYi1yb2JvdCIsInRlbmFudElkIjo0OCwiZXhwIjoxNTIwODI5MzI4LCJpYXQiOjE1MjAyMjQ1MjgsInVzZXJJZCI6IjcyYTNlNzUyLTI5ZjUtNDgyZi1iZGI2LTY3NTg3ZTk5NWI2YiIsImp0aSI6IjlkMzJkN2NlLTEzM2QtNDRiZC04Mzk3LWVmYzczZDdiNjI5ZiIsInVzZXJuYW1lIjoiY2VzaGlAMTYzLmNvbSJ9.Dk0AcN6fvv1ob5NDdA6\_e4\_YK5qRz9L\_HxvTOlJt5gA",

 "username": "ceshi@163.com"

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回字段说明

userId:用户id

tenantId：租户id

role：角色

roleId：角色id

## **1.2 获取所有机器人信息列表**

* 接口地址

/v10/tenants/{tenantId}/robots

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/robots?page=0&size=4 \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId:机器人id

page：页码，从0开始，即获取第一页的内容，page=0，可以不传该参数

size：页面显示条数，可以不传

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [

 {

 "id": 11,

 "robotId": "701b1c34-5018-49d5-a0e6-a8cfdcea9157",

 "tenantId": 9,

 "nicename": null,

 "type": "RobotApi",

 "status": "Enable",

 "avatar": null,

 "name": "默认机器人",

 "father": null,

 "mother": null,

 "school": null,

 "description": null,

 "sex": "male",

 "cityCode": null,

 "height": null,

 "weight": null,

 "blood": null,

 "createDateTime": "2018-01-04 20:21:04",

 "lastUpdateDateTime": "2018-01-04 20:21:04"

 },

 {

 "id": 12,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "tenantId": 9,

 "nicename": null,

 "type": "RobotApi",

 "status": "Enable",

 "avatar": null,

 "name": "潘多拉",

 "father": null,

 "mother": null,

 "school": null,

 "description": null,

 "sex": null,

 "cityCode": null,

 "height": null,

 "weight": null,

 "blood": null,

 "createDateTime": "2018-01-04 20:21:30",

 "lastUpdateDateTime": "2018-01-04 20:21:30"

 }

 ],

 "first": true,

 "last": true,

 "size": 4,

 "number": 0,

 "numberOfElements": 3,

 "totalPages": 1,

 "totalElements": 3

}

* 接口返回字段说明

robotId：机器人id

tenantId：租户id

name：机器人名字

status：机器人状态：Enable：可用；

## **1.3 获取欢迎语**

* 接口地址

/v11/tenants/{tenantId}/knowledge/robots/{robotId}/visitor-welcome

* 请求方法

POST

* 接口请求示例

curl -XPOST http://robot.easemob.com/v11/tenants/32/knowledge/robots/27855/visitor-welcome \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE' \

 -d '{"strategyTransData":{"labels":[],"originTypes":[],"regions":[]}}'

* 请求参数说明

strategyTransData：策略，如不使用策略可以不传，属性如下：

 labels：业务字段，数组类型

 originTypes：渠道，数组类型

 regions：地理位置，数组字段，属性如下：

 "province":"北京";

 "city":"北京市"

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "tenantId": 32,

 "answerType": "WELCOME",

 "answerSource": "WELCOME",

 "content": {

 "msg": "您好，欢迎体验环信机器人，请问有什么可以帮您？",

 "type": "txt"

 }

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回字段说明

answerType：答案匹配类型， 详情参考 "1.4 问答接口" 中 "接口返回参数说明"

answerSource：答案来源， 详情参考 "1.4 问答接口" 中 "接口返回参数说明"

content：答案， 详情参考 "1.4 问答接口" 中 "接口返回参数说明"

## **1.4 问答接口**

* 接口地址

/v10/tenants/{tenantId}/knowledge/robots/{robotId}/ask

* 说明
	+ 问答接口请求及response有两种情况，第一种是请求中的问题是普通类型（text类型），第二种情况是请求中的问题为点击菜单类型（上次答案是菜单，通过点击菜单按钮发送的请求）。

### **1.4.1 一般情况**

* 接口地址

/v10/tenants/{tenantId}/knowledge/robots/{robotId}/ask

* 接口请求示例

curl - X POST\

 http: //robot.easemob.com/v10/tenants/48/knowledge/robots/743be0a7-ed27-476e-aa50-d28881392a89/ask \

 -H 'content-type: application/json'\ -

 H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjZXNoaUAxNjMuY29tIiwiaXNzIjoiZWFzZW1vYi1yb2JvdCIsInRlbmFudElkIjo0OCwiZXhwIjoxNTIwODI5MzI4LCJpYXQiOjE1MjAyMjQ1MjgsInVzZXJJZCI6IjcyYTNlNzUyLTI5ZjUtNDgyZi1iZGI2LTY3NTg3ZTk5NWI2YiIsImp0aSI6IjlkMzJkN2NlLTEzM2QtNDRiZC04Mzk3LWVmYzczZDdiNjI5ZiIsInVzZXJuYW1lIjoiY2VzaGlAMTYzLmNvbSJ9.Dk0AcN6fvv1ob5NDdA6\_e4\_YK5qRz9L\_HxvTOlJt5gA'\ -

 d '{

"knowledgeId": "",

"question": "今天天气怎么样",

"strategyTransData": {

 "labels": ["VIP", "普通会员"，

 "白金卡"

 ],

 "regions": [{

 "province": "辽宁省",

 "city": "沈阳市"

 }],

 "robotId": "743be0a7-ed27-476e-aa50-d28881392a89",

 "tenantId": 48

},

"tenantId": 48,

"type": "TEXT",

"userId": "72a3e752-29f5-482f-bdb6-67587e995b6b"

}'

* 请求参数说明

knowledgeId：知识规则id，通常为空，注意：当用户上一次的问题返回的答案为菜单类型，用户点击该菜单或者将该菜单作为新的问题时，必须传入该字段

question：问题

strategyTransData：策略相关（不使用策略服务器，可以不传）。各个字段的意义如下：

 labels：用户的标签字段数组，这个与策略存储的标签进行比较，例如可以是：vip/普通会员等；

 regions：用户的地址信息，包含省市；

originType：问题来源渠道类型，webim、weixin、app等，需要与添加渠道类型策略时指定的渠道名称对应；

robotId：机器人id

tenantId：租户id

type：问题类型：text：文档类型；MENU\_CLICK：点击菜单

userId：用户id

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "userId": "72a3e752-29f5-482f-bdb6-67587e995b6b",

 "tenantId": 48,

 "question": "今天天气怎么样",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "answerSource": "rule",

 "content": {

 "msg": "晴朗，阳光明媚",

 "type": "txt"

 },

 "dlgFinished": false,

 "sessionId": "11009dd6-9ee0-42db-b15b-8142c407787d",

 "satisfactionCommentInvitation": false,

 "msgId": "710 a98b8 - 893 c - 4418 - 90 f0 - 2 d76d1f4224a "

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

msgId：消息id

userId：用户id

tenantId：租户id

question：问题

answerType：答案匹配类型

 DEFAULT：默认回复；

 BEST\_ANSWER：最佳匹配答案；

 RECOMMENDATE\_QUESTIONS：推荐问题；

 REPEAT：重复问题；

 SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截；

 WELCOME：欢迎语；

answerSource：答案来源

 REPEAT：重复回复；

 DEFAULT：默认回复；

 FREECHAT：闲聊；

 INTENTION：意图识别；

 HUMAN\_FIRST\_ROUND：首次转出服务；

 HUMAN：转出服务；

 RULE：知识规则；

 MENU：菜单；

 RECOMMENDATE：推荐问题；

 DIALOG\_MANAGER：多轮回复；

 WELCOME：欢迎语；

 NEG\_SENTIMENT: 负面情绪回复；

 CONTRACT：合约回复；

answerId：答案ID(仅知识规则)

content：答案

 type：答案类型，可取txt（文本）、img（图片）、menu（菜单）、recommend（推荐问题）、human（转人工）、news（图文消息）、group（答案组）；

 当type=txt则含有如下字段

 msg：文本答案；

 当type=img则含有如下字段

 size：图片尺寸；

 width：宽度；

 height：高度；

 url：图片url或者ID；

 filename：图片名称；

 当type=menu则含有如下字段

 title：标题；

 texts：子菜单列表；每个子菜单含有如下字段

 knowledgeId：子菜单ID；

 text：子菜单名；

 当type=recommend则含有如下字段

 title：标题；

 texts：推荐问题列表；每个推荐问题含有如下字段

 knowledgeId：推荐知识ID；

 text：推荐问题；

 当type=human则含有如下字段

 transferPrompt：转人工提示语；

 properties：转人工属性；

 name：属性名；

 value：属性值；

 当type=news则含有如下字段

 showDirectly：是否所见即所得；

 cardViewOption：卡片布局类型；

 articles：文章列表；每篇文章含有如下字段

 title：标题；

 digest：摘要；

 url：文章url或者ID；

 thumbUrl：缩略图url或者ID；

 picurl：图片url或者ID；

 当type=group则含有如下字段

 answers：答案列表；每个答案都是一个content对象

multiTurnDialogueId：多轮对话ID

multiTurnDialogueStarted：多轮对话开始标志

multiTurnDialogueFinished：多轮会话结束标志

sessionId：会话id

satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

resourceId：资源ID

resourceName：资源名

resourceType：资源类型，可取RULE（知识规则）、MENU（菜单）

subType：答案子类型，答案类型再细分

 DEFAULT：默认；

 HUMAN\_CLICK：点击转人工：

 HUMAN\_DEFAULT\_CLICK：默认回复点击转人工；

 HUMAN\_MENU\_CLICK：菜单回复点击转人工；

 HUMAN\_INTENTION：意图转人工；

 HUMAN\_CUSTOM：自定义转人工；

sentimentLabels：情绪标签列表，列表可能为空或者含有"VER\_NEG"

 VER\_NEG：非常负面；

### **1.4.2 当用户上一次的问题返回的答案为菜单类型，用户点击该菜单或者将该菜单作为新的问题时**

* 接口地址

/v10/tenants/{tenantId}/knowledge/robots/{robotId}/ask

* 接口请求示例

curl - X POST\

 http: //robot.easemob.com/v10/tenants/9/knowledge/robots/6819571e-2f03-49ea-a962-0019fbc0301c/ask \

 -H 'content-type: application/json'\ -

 H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'\ -

 d '{

"knowledgeId": "e519ab18-2f02-4f85-a40c-7d7018a6a1b7",

"question": "",

"strategyTransData": {

 "labels": ["VIP", "普通会员"，

 "白金卡"

 ],

 "regions": [{

 "province": "辽宁省",

 "city": "沈阳市"

 }],

 "robotId": "743be0a7-ed27-476e-aa50-d28881392a89",

 "tenantId": 48

},

"tenantId": 48,

"type": "MENU\_CLICK",

"userId": "72a3e752-29f5-482f-bdb6-67587e995b6b"

}

'

* 接口请求参数说明

knowledgeId：知识规则id，通常为空，注意：当用户上一次的问题返回的答案为菜单类型，用户点击该菜单或者将该菜单作为新的问题时，必须传入该字段

question：问题

strategyTransData：策略相关（不使用策略服务器，可以不传），各个字段的意义如下：

 labels：用户的标签字段数组，这个与策略存储的标签进行比较，例如可以是：vip/普通会员等;

 regions：用户的地址信息，包含省市

robotId：机器人id

tenantId：租户id

type：问题类型：text：文本类型；MENU\_CLICK：点击菜单

userId：用户id

msg：文本答案

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "msgId": "1df6c51f-1b18-4cf5-ac7e-3f06fdb2c05d",

 "userId": "72a3e752-29f5-482f-bdb6-67587e995b6b",

 "tenantId": 9,

 "question": "",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "answerSource": "menu",

 "content": {

 "texts": [{

 "knowledgeId": "ee93f5d2-4f26-4a53-b43c-d324e3579eb4",

 "text": "第二级菜单"

 }],

 "title": "请选择以下菜单:",

 "titile": "请选择以下菜单:",

 "type": "menu"

 },

 "dlgFinished": false,

 "sessionId": "4d8e7f3b-73d8-41c0-bbec-36899f506acd",

 "satisfactionCommentInvitation": false,

 "msgId": "710 a98b8 - 893 c - 4418 - 90 f0 - 2 d76d1f4224a "

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

knowledgeId：菜单id

question：问题

robotId：机器人id

tenantId：租户id

type：问题类型

userId：用户id

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；recommend:推荐问题；human：转出服务

satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId: 消息Id

texts：菜单数组

text：菜单标题

title：标题

## **1.5 问答接口返回消息格式**

### **1.5.1 答案为图片**

* 接口返回ResponseBody

{

 "userId": "8de05700-77e9-478a-a733-dd4e9457b753",

 "tenantId": 28468,

 "question": "测试图片",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "content": {

 "size": {

 "width": 1836,

 "height": 374

 },

 "url": "cac07ee0-031b-4ebe-ae08-718de258541c",

 "filename": "13123123.png",

 "type": "img"

 },

 "dlgFinished": false,

 "sessionId": "4d8e7f3b-73d8-41c0-bbec-36899f506acd",

 "satisfactionCommentInvitation": false,

 "msgId": "710a98b8-893c-4418-90f0-2d76d1f4224a"

}

* 接口返回参数说明

question：问题

robotId：机器人id

tenantId：租户id

userId：用户id

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；recommend:推荐问题；human：转出服务；satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId: 消息id

url：图片id

width：图片宽度picurl：原图

height：图片高度

filename：文件名

* 获取图片

/v10/tenants/{租户id}/material/medias/{图片id}/stream

如：http://robot.easemob.com/v10/tenants/1/material/medias/fe6ffb8c-cade-4855-a8c6-416a1b9d9f3f/stream

### **1.5.2 答案为图文消息**

* 接口返回ResponseBody

{

 "userId": "8de05700-77e9-478a-a733-dd4e9457b753",

 "tenantId": 28468,

 "question": "测试图文",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "content": {

 "articles": [

 {

 "title": "图文消息测试",

 "digest": "图文消息正面",

 "description": "图文消息正面",

 "url": "1d164a15-bf4e-4aa0-9c99-4d80015a95b0",

 "thumbUrl": " 5fc4c71a-69e5-4840-880c-2b0087ec0651",

 "picurl": " 5fc4c71a-69e5-4840-880c-2b0087ec0651",

 "createdTime": 1514280696000,

 "date": "2017-12-26 17:31:36"

 }

 ],

 "type": "news"

 },

 "dlgFinished": false,

 "sessionId": "4d8e7f3b-73d8-41c0-bbec-36899f506acd",

 "satisfactionCommentInvitation": false,

 "msgId": "710 a98b8 - 893 c - 4418 - 90 f0 - 2 d76d1f4224a "

}

* 接口返回参数说明

question：问题

description：描述

robotId：机器人id

tenantId：租户id

userId：用户id

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；recommend:推荐问题；human：转出服务；satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId: 消息id

url：文章地址id

thumbUrl：缩略图id

picurl：原图id

digest：摘要

获取文章

/v10/tenants/{租户id}/material/news/articles/{文章地址id}/html

如：http://robot.easemob.com/v10/tenants/81/material/news/articles/1d164a15-bf4e-4aa0-9c99-4d80015a95b0/html

获取缩略图

/v10/tenants/{租户id}/material/medias/{缩略图id }/stream/thumbnail

如：http://robot.easemob.com//v10/tenants/1/material/medias/fe6ffb8c-cade-4855-a8c6416a1b9d9f3f/stream/thumbnail

获取原图

/v10/tenants/{租户id}/material/medias/{原图id}/stream

如：http://robot.easemob.com/v10/tenants/1/material/medias/fe6ffb8c-cade-4855-a8c6-416a1b9d9f3f/stream

### **1.5.3 答案为文本**

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "userId": "72a3e752-29f5-482f-bdb6-67587e995b6b",

 "tenantId": 48,

 "question": "今天天气怎么样",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "answerSource": "rule",

 "content": {

 "msg": "晴朗，阳光明媚",

 "type": "txt"

 },

 "dlgFinished": false,

 "sessionId": "11009dd6-9ee0-42db-b15b-8142c407787d",

 "satisfactionCommentInvitation": false,

 "msgId": "710 a98b8 - 893 c - 4418 - 90 f0 - 2 d76d1f4224a "

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

question：问题

robotId：机器人id

tenantId：租户id

userId：用户id

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；recommend:推荐问题；human：转出服务

satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId: 消息id

msg：文本消息

### **1.5.4 答案为转人工**

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "msgId": "ea096d4a-35dd-426e-a43c-60b77facea4c",

 "userId": "robot-plugin-visitor-4ff90c38-759c-4d19-9f81-922518b8fdd6",

 "tenantId": 364,

 "question": "测试",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "answerSource": "RULE",

 "content": {

 "transferPrompt": "转人工提示语",

 "enableTransferPrompt": true,

 "properties": {

 "name": "测试技能组",

 "value": "测试技能组"

 },

 "type": "human"

 },

 "multiTurnDialogueId": "",

 "multiTurnDialogueStarted": false,

 "multiTurnDialogueFinished": false,

 "sessionId": "9fc65e41-c1a7-4db2-8d21-483ed42fc89b",

 "satisfactionCommentInvitation": false,

 "resourceId": "3e88d05c-55ae-4e32-b0b3-ca7edda5cb3b",

 "resourceType": "RULE",

 "subType": "DEFAULT",

 "domain": "\_new\_faq\_",

 "intention": "doit",

 "robotIntent": null

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

question：问题

robotId：机器人id

tenantId：租户id

userId：用户id

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；human：转出服务；menu:菜单；recommend:推荐问题

satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId：消息id

transferPrompt：转人工提示语

enableTransferPrompt：转人工提示语开关

properties：转人工参数（在 "机器人设置 -> 转人工设置 -> 添加转人工参数" 中配置）

properties.name：转人工参数名称

properties.value：转人工参数值

### **1.5.5 答案为菜单（带转人工按钮）**

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "msgId": "afad0280-76bf-4141-a416-df8724c9e78b",

 "userId": "robot-plugin-visitor-4ff90c38-759c-4d19-9f81-922518b8fdd6",

 "tenantId": 364,

 "question": "测试菜单",

 "tag": null,

 "answerType": "BEST\_ANSWER",

 "answerSource": "RULE",

 "content": {

 "texts": [

 {

 "knowledgeId": "3dd329e4-ad56-43e2-a941-cb910b336caf",

 "text": "测试菜单-A"

 },

 {

 "knowledgeId": "cad1b5c9-7148-40d2-a70f-742cb2613143",

 "text": "测试菜单-B"

 },

 {

 "knowledgeId": "MenuBtn-TransferToHuman-46e6d385-38f2-4eac-a44f-18ff79b236ad",

 "text": "转人工"

 }

 ],

 "title": "测试菜单",

 "type": "menu"

 },

 "multiTurnDialogueId": "",

 "multiTurnDialogueStarted": false,

 "multiTurnDialogueFinished": false,

 "sessionId": "9fc65e41-c1a7-4db2-8d21-483ed42fc89b",

 "satisfactionCommentInvitation": false,

 "resourceId": "16ddfffc-35d4-4f48-b15c-385866fbc099",

 "resourceType": "RULE",

 "subType": "DEFAULT",

 "domain": "\_new\_faq\_",

 "intention": "alex",

 "robotIntent": null

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

question：问题

robotId：机器人id

tenantId：租户id

type：问题类型

userId：用户id

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu：菜单；human：转出服务；recommend：推荐问题

satisfactionCommentInvitation：满意度评价邀请状态，true显示邀请，false不显示邀请

sessionId：会话id

msgId：消息id

texts：菜单或推荐问题

texts.knowledgeId 菜单或推荐问题ID

texts.text 菜单或推荐问题名称

* 转人工说明

"texts":[

 {

 "knowledgeId": "MenuBtn-TransferToHuman-46e6d385-38f2-4eac-a44f-18ff79b236ad",

 "text": "转人工"

 }

]

此JSON代表该菜单在本层级支持用户点击转人工，text内容可以在 "机器人设置 -> 转人工设置 -> 转人工按钮文字" 中配置，用户点击后，可以参考 1.4.2 中的格式返回给机器人。

### **1.5.6 答案为默认回复（带转人工按钮）**

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "msgId": "e954be92-21fb-4d14-ba0b-a3aa5df7f3e6",

 "userId": "robot-plugin-visitor-4ff90c38-759c-4d19-9f81-922518b8fdd6",

 "tenantId": 364,

 "question": "3453",

 "tag": null,

 "answerType": "DEFAULT",

 "answerSource": "DEFAULT",

 "content": {

 "transferToHumanId": "DefaultBtn-TransferToHuman-0c730d1d-bf43-4bfd-9759-740070664b9c",

 "suggestionTransferToHumanLabel": "转人工",

 "msg": "抱歉，我无法理解您的问题。",

 "type": "txt"

 },

 "multiTurnDialogueId": "",

 "multiTurnDialogueStarted": false,

 "multiTurnDialogueFinished": false,

 "sessionId": "9fc65e41-c1a7-4db2-8d21-483ed42fc89b",

 "satisfactionCommentInvitation": false,

 "resourceId": null,

 "resourceType": null,

 "subType": "DEFAULT",

 "domain": "\_default\_dm\_",

 "intention": null,

 "robotIntent": null

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

question：问题

robotId：机器人id

tenantId：租户id

type：问题类型

userId：用户id

msg：文本答案

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；human：转出服务；recommend:推荐问题

satisfactionCommentInvitation：满意度评价邀请状态,true显示邀请，false不显示邀请

sessionId：会话id

msgId：消息id

transferToHumanId: 默认回复转人工ID

suggestionTransferToHumanLabel：转人工按钮文字（在 "机器人设置 -> 转人工设置 -> 转人工按钮文字" 中配置）

### **1.5.7 答案为推荐问题**

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "msgId": "632b248b-126a-442c-b6f6-23a333e45087",

 "userId": "8de05700-77e9-478a-a733-dd4e9457b753",

 "tenantId": 9,

 "question": "测试菜单1",

 "tag": null,

 "answerType": "RECOMMENDATE\_QUESTIONS",

 "answerSource": "RECOMMENDATE",

 "content": {

 "texts": [{

 "knowledgeId": "74fdbfca-6396-45a7-bd66-2febd3423d39",

 "text": "测试菜单"

 }, {

 "knowledgeId": "87fbd7ae-1797-4147-96af-7168ae382f84",

 "text": "测试菜单2"

 }],

 "title": "您是不是要咨询以下问题：",

 "type": "recommend"

 },

 "dlgFinished": false,

 "sessionId": "590eee58-7185-4320-b6e7-e4b3d68977c3",

 "satisfactionCommentInvitation": true

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

msgId：消息id

userId：访客id

tenantId：租户id

question：问题

answerType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

answerSource：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

knowledgeId：知识规则id

text：知识规则名字

title：标题

type：type：答案类型；对应的值说明：news：图文；txt：文本；img：图片；

menu:菜单；human：转出服务；recommend:推荐问题

dlgFinished：多伦会话结束标志（false：未结束；true：结束）

sessionId：会话id

satisfactionCommentInvitation：满意度邀请状态（false：不显示；true：显示）

## **1.6 转人工回执**

* 接口说明

当机器人输出转人工答案时，集成方应进行转人工，无论转人工成功/失败都需要调用此接口通知机器人

* 接口地址

/v10/tenants/{tenantId}/knowledge/robots/{robotId}/transfer-human-confirmation

* 请求方法

POST

* 接口请求示例

curl -XPOST http://robot.easemob.com/v10/tenants/32/knowledge/robots/27855/transfer-human-confirmation \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE' \

 -d '{"accessId":"0fa48291-d0ef-4ab3-b17c-0c362428f9f2","msgId":"97809c50-07f1-4665-9ee1-4bfae0e0d4a2","sessionId":"4c89309b-e06c-4a1d-9865-893622647d33","result":"Success"}'

* 请求参数说明

accessId：访客id

msgId：消息id

sessionId：会话id

robotId：机器人id

tenantId：租户id

result：转人工结果(Success: 成功；Fail: 失败)

* 接口返回ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": true,

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回字段说明

entity: 如果entity返回true表示回执成功；false表示回执失败

# **2 评价接口**

## **2.1 评价接口**

### **2.1.1 获取机器人会话评价开关设置信息**

****注意****

* + 首先需要判断用户是否打开机器人会话评价开关

接口地址

/v10/tenants/{tenantId}/predefined/robots/{robotId}/options/{optionName}

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/predefined/9/webim/robots/6819571e-2f03-49ea-a962-0019fbc0301c/options/evaluateSwitch\

-H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId：机器人id

optionName：开关设置名字（机器人会话评价的开关设置名字为：evaluateSwitch）

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "id": 3,

 "optionId": "0150a9b5-8106-41cd-a6e0-967ffbde1059",

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "optionName": "evaluateSwitch",

 "optionValue": "true",

 "createDateTime": "2018-01-04 12:22:27",

 "lastUpdateDateTime": "2018-03-06 04:18:11"

 }],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

optionId：开关设置id

tenantId：租户id

robotId：机器人id

optionName：开关设置名字

optionValue：开关的值（true：打开会话评价开关，可以添加会话评价；false：关闭会话评价开关，不能添加会话评价，null：不能添加会话评价）

entity：[] 如果entity返回[],未设置机器人会话评价开关，不能添加会话评价

### **2.1.2 获取评价标签接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/tags

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/tags \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId：机器人id

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "id": 11,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "非常不满意",

 "level": 1,

 "score": 1,

 "status": "Enable",

 "createDateTime": "2018-01-04 20:22:24",

 "lastUpdateDateTime": "2018-03-06 14:14:20",

 "tagList": [{

 "id": 11,

 "sessionCommentTagId": 11,

 "name": "你哈",

 "sort": 1,

 "createDateTime": "2018-01-04 20:47:30",

 "lastUpdateTime": "2018-01-04 20:47:30"

 },

 {

 "id": 30,

 "sessionCommentTagId": 11,

 "name": "fa",

 "sort": 1,

 "createDateTime": "2018-03-06 14:14:20",

 "lastUpdateTime": "2018-03-06 14:14:20"

 }

 ]

 },

 {

 "id": 12,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "不满意",

 "level": 2,

 "score": 2,

 "status": "Enable",

 "createDateTime": "2018-01-04 20:22:24",

 "lastUpdateDateTime": "2018-03-06 14:14:20",

 "tagList": []

 },

 {

 "id": 13,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "一般",

 "level": 3,

 "score": 3,

 "status": "Enable",

 "createDateTime": "2018-01-04 20:22:24",

 "lastUpdateDateTime": "2018-03-06 14:14:20",

 "tagList": []

 },

 {

 "id": 14,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "满意",

 "level": 4,

 "score": 4,

 "status": "Enable",

 "createDateTime": "2018-01-04 20:22:24",

 "lastUpdateDateTime": "2018-03-06 14:14:20",

 "tagList": []

 },

 {

 "id": 15,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "非常满意",

 "level": 5,

 "score": 5,

 "status": "Enable",

 "createDateTime": "2018-01-04 20:22:24",

 "lastUpdateDateTime": "2018-03-06 14:14:20",

 "tagList": []

 }

 ],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

tenantId：租户id

robotId：机器人id;

name:标签分类名字

score：标签分类所属的分数（对应页面上的星星个数）

status：状态（Enable ：可用）

tagList：标签分类下所对应的标签，具体字段如下：

sessionCommentTagId：标签所属分类id

name：标签名字

### **2.1.3 添加会话评价接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/comments

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/webim/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/comments \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'\

 -d '{

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd9",

 "appraiserName": "无名氏",

 "comment": "服务很满意",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "score": 5,

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "source": "webim",

 "tag": "服务好，解决问题快",

 "tenantId": 9

}'

* 请求参数说明

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

comment：评价内容

score：评分（为服务打星）

sessionId：会话id

source：评价渠道来源

tag：用户所选的标签名字，多个标签用逗号隔开

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "id": 50,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd9",

 "appraiserName": "无名氏",

 "comment": "服务很满意",

 "score": 5,

 "source": "webim",

 "tag": "服务好，解决问题快",

 "createDateTime": "2018-03-13 14:42:55"

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

id：评价id

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

comment：评价内容

score：评分（为服务打星）

sessionId：会话id

source：评价渠道来源

tag：用户所选的标签名字，多个标签用逗号隔开

### **2.1.4 根据会话id获取会话评价接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/comment

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/comment?sessionId=faeb66ce-3e5b-4dba-a879-b6e59900d4c2 \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId：机器人id

sessionId：会话id

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "id": 50,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd9",

 "appraiserName": "无名氏",

 "comment": "服务很满意",

 "score": 5,

 "source": "webim",

 "tag": "服务好，解决问题快",

 "createDateTime": "2018-03-13 14:42:55"

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

id：评价id

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

comment：评价内容

score：评分（为服务打星）

sessionId：会话id

source：评价渠道来源

tag：用户所选的标签名字，多个标签用逗号隔开

## **2.2 机器人满意度评价**

* 机器人满意度评价需要根据问答接口返回的satisfactionCommentInvitation字段去判读是否发出满意度评价邀请
	+ true : 表示发出评价邀请
	+ false : 表示不发出评价邀请

### **2.2.1 获取机器人满意度评价原因标签接口**

****注意****

* + 该接口只有在用户点击未解决评价时调用

接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/satisfactionCommentTags

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/webim/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/satisfactionCommentTags \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId：机器人id

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "id": 11,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "所问非所答",

 "createDateTime": "2018-03-06 17:22:58",

 "lastUpdateDateTime": "2018-03-06 17:22:58"

 },

 {

 "id": 12,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "用户体验差",

 "createDateTime": "2018-03-06 17:28:27",

 "lastUpdateDateTime": "2018-03-06 17:28:27"

 },

 {

 "id": 35,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "name": "赵赵赵赵赵赵赵赵赵赵赵赵",

 "createDateTime": "2018-03-06 20:23:41",

 "lastUpdateDateTime": "2018-03-06 20:23:41"

 }

 ],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

id：原因标签id

tenantId：租户id

robotId：机器人id

name：标签名字

### **2.2.2 添加解决评价接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/satisfactionComments

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/webim/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/satisfactionComments \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'\

 -d '{

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd9",

 "appraiserName": "无名氏",

 "comment": "服务很满意",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "source": "webim",

 "tenantId": 9,

 "type":1,

 "msgId":"710a98b8-893c-4418-90f0-2d76d1f4224a"

}'

* 请求参数说明

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

sessionId：会话id

source：评价渠道来源

type：评价类型（1:解决；2:未解决）

msgId：消息id

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "id": 7,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd9",

 "type": 1,

 "msgId": "710a98b8-893c-4418-90f0-2d76d1f4224a",

 "reasonTag": null,

 "source": "webim",

 "appraiserName": "无名氏",

 "createDateTime": "2018-03-13 15:14:59"

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

id：评价id

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

sessionId：会话id

source：评价渠道来源

type：评价类型（1:解决；2:未解决）

msgId：消息id

reasonTag：原因标签（已解决评价该字段为空）

### **2.2.3 添加未解决评价接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/satisfactionComments

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/webim/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/satisfactionComments \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'\

 -d '{

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd2",

 "appraiserName": "无名氏",

 "comment": "服务很满意",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "source": "webim",

 "tenantId": 9,

 "type":2,

 "reasonTag":"所问非所答，解决问题慢",

 "msgId":"710a98b8-893c-4418-90f0-2d76d1f4224b"

}'

* 请求参数说明

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

sessionId：会话id

source：评价渠道来源

type：评价类型（1:解决；2:未解决）

msgId：消息id

reasonTag：未解决原因标签，多个标签用逗号隔开

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": {

 "id": 9,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "accessId": "robot-plugin-visitor-f060cfde-08bd-4b23-9b2d-6ce41f112bd2",

 "type": 2,

 "msgId": "710a98b8-893c-4418-90f0-2d76d1f4224b",

 "reasonTag": "所问非所答，解决问题慢",

 "source": "webim",

 "appraiserName": "无名氏",

 "createDateTime": "2018-03-13 15:29:49"

 },

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

id：评价id

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

sessionId：会话id

source：评价渠道来源

type：评价类型（1:解决；2:未解决）

msgId：消息id

reasonTag：原因标签，多个标签用逗号隔开

### **2.2.4 根据会话id获取满意度评价接口**

* 接口地址

/v10/tenants/{tenantId}/comment/robots/{robotId}/session/{sessionId}/satisfactionComments

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/tenants/9/comment/robots/6819571e-2f03-49ea-a962-0019fbc0301c/session/ac1178b5-8872-4d84-a75a-6b2ba589b165/satisfactionComments?type=1 \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

* 请求参数说明

tenantId：租户id

robotId：机器人id

sessionId：会话id

type：类型（1：解决；2：未解决，该参数可以不传，不传默认获取全部评价的数据）

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "id": 15,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c ",

 "sessionId": "ac1178b5-8872-4d84-a75a-6b2ba589b165",

 "accessId": "robot-plugin-visitor-2d33b220-76e6-4d8d-8406-855d2d29513e",

 "msgId": "ab49dd75-24ef-4dc3-a8ee-263ff9ff6113",

 "reasonTag": "不好",

 "source": "web",

 "type": 1,

 "appraiserName": null,

 "createDateTime": 1518348476000,

 "msgBody": null

 },

 {

 "id": 10,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "sessionId": "ac1178b5-8872-4d84-a75a-6b2ba589b165",

 "accessId": "robot-plugin-visitor-2d33b220-76e6-4d8d-8406-855d2d29513e",

 "msgId": "edc430e1-e6e4-4225-8716-b63e6441063f",

 "reasonTag": "不好",

 "source": "web",

 "type": 1,

 "appraiserName": null,

 "createDateTime": 1518346817000,

 "msgBody": null

 },

 {

 "id": 6,

 "tenantId": 9,

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c ",

 "sessionId": "ac1178b5-8872-4d84-a75a-6b2ba589b165",

 "accessId": "robot-plugin-visitor-2d33b220-76e6-4d8d-8406-855d2d29513e",

 "msgId": "1bccc765-fa32-46fa-a601-6f0377016365",

 "reasonTag": "不好",

 "source": "web",

 "type": 1,

 "appraiserName": "",

 "createDateTime": 1518329850000,

 "msgBody": null

 }

 ],

 "first": false,

 "last": false,

 "size": 20,

 "number": 0,

 "numberOfElements": 3,

 "totalPages": 1,

 "totalElements": 3

}

* 接口返回参数说明

id：评价id

tenantId：租户id

robotId：机器人id

accessId：访客id

appraiserName：评价人姓名（可以为空，获取不到就不传该字段）

sessionId：会话id

source：评价渠道来源

type：评价类型（1:解决；2:未解决）

msgId：消息id

reasonTag：原因标签，多个标签用逗号隔开

msgBody：评价问题的消息体

# **3 知识规则**

## **3.1 根据条件搜索知识规则**

* 接口地址

/v10/tenants/{tenantId}/knowledge/robots/{robotId}/rules/search

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/knowledge/robots/6819571e-2f03-49ea-a962-0019fbc0301c/rules/search?page=1&per\_page=10&q=规则 \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxNTE4NjcxLCJpYXQiOjE1MjA5MTM4NzEsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6ImI3ZDI2Y2M1LWM2NmUtNDZkMy1hOTc3LTUwYjIxNzYxYTUxNiIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.weSwkNrR6L9BdxrABujnwrcU8cSt82dvF\_\_Gh0VS9mw'

* 请求参数说明

tenantId：租户id

robotId：机器人id

page：页码，从0开始

per\_page：页大小

q:查询条件

sortOrder:返回结果排序（DESC：降序；ASC：升序，可以不传，默认按时间降序排序）

sortProperty:排序字段（可以不传，默认安时间字段排序）

categoryIds:问题分类id(可以不传该字段)

type：类型（TEXT：文本；VIDEO：视频；AUDIO:音频；PIC：图片；MENU：菜单；NEWS：图文；HUMAN：转出服务）

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "id": "60d6f7ff-4b50-43da-80e4-e993a19c2331",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "topic": null,

 "strategyGroupId": "60e1b620-4701-4f32-85db-812c58d815a3",

 "questions": [{

 "id": "c9931742-5309-415c-bb27-2c60330dec0d",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "ruleId": "60d6f7ff-4b50-43da-80e4-e993a19c2331",

 "question": "你好",

 "createTime": 1520394943452,

 "updateTime": 1520394943452,

 "attributes": {}

 }],

 "answers": [{

 "id": "38c1e937-8a71-4da8-8776-d048701533f9",

 "answer": "不好",

 "display": null,

 "type": "TEXT",

 "createTime": 1520394943452,

 "updateTime": 1520394943452,

 "strategies": []

 }],

 "createTime": 1520394943452,

 "updateTime": 1520394943452,

 "status": "ENABLE",

 "enableTime": 0,

 "disableTime": 4102444800000,

 "categoryIds": [

 "default"

 ],

 "extInfo": {},

 "questionsIdArray": [

 "c9931742-5309-415c-bb27-2c60330dec0d"

 ],

 "questionsArray": [

 "你好"

 ],

 "answersArray": [

 "不好"

 ],

 "categoryIDsArray": [

 "default"

 ],

 "answerType": [

 "TEXT"

 ]

 }],

 "first": true,

 "last": true,

 "size": 10,

 "number": 1,

 "numberOfElements": 1,

 "totalPages": 1,

 "totalElements": 1

}

* 接口返回参数说明

robotId：机器人id

strategyGroupId：策略组id

questions：问题数组，包含以下字段

 id：问题id

 ruleId：问题所对应的知识规则id

 question：问题

answers：答案数组，包含以下字段

 id：答案id

 answer：答案

type：答案类型（TEXT：文本；VIDEO：视频；AUDIO:音频；PIC：图片；MENU：菜单；NEWS：图文；HUMAN：转出服务）

status：知识规则状态（ENABLE：可用）

categoryIds：知识规则所属分类数组(default：默认分类)

questionsIdArray：问题id数组

questionsArray：问题数组

answersArray：答案数组

categoryIDsArray：知识规则所属分类(default：默认分类)

answerType：答案类型（TEXT：文本；VIDEO：视频；AUDIO:音频；PIC：图片；MENU：菜单；NEWS：图文；HUMAN：转出服务）

# **4 人机协作**

## **4.1 获取人机协作信息**

* 接口地址

/v10/tenants/{tenantId}/recommendation/questions

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/recommendation/question \

 -H 'content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIyMjM3ODk1LCJpYXQiOjE1MjE2MzMwOTUsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjJmZDkzOWM1LWFkNDUtNGVjMS04MzFhLTk1NzRhMDYzODg1NSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.BXVLRTwe1IzWHrCZVTNQauJFQQMneYiMr5NeCRYHc68' \

 -d '{

 "question":"你好",

 "userId":"8de05700-77e9-478a-a733-dd4e9457b756"

}'

* 请求参数说明

url参数:

 tenantId：租户ID

请求体:

 question：问题

 userId：用户ID

 agentId：坐席ID

 recContext：推荐上下文信息

 contextMessages：上下文消息列表，每条上线文消息具有如下结构

 recQuestion：用户消息

 msgId：消息ID

 msgType：消息类型，取值：TEXT, VIDEO, AUDIO, PIC, HTML, FILE, LOC, CMD

 question：消息内容

 recUserInfo：用户信息

 userId：用户ID

 userType：用户类型，取值：VISITOR, AGENT, ROBOT，其他角色发的消息不要传过来

* 接口返回的ResponseBody

{

 "entity": {

 "recId": "daeb66ce-3ecb-4dba-a879-b6e59900d4c1",

 "recAnswers": [{

 "subClass": "RecTextAnswer",

 "id": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "answer": "不好",

 "score": 1.0,

 "usageCount": 0

 }],

 },

 "errorCode": null,

 "errorDescription": null,

 "first": true,

 "last": true,

 "number": 0,

 "numberOfElements": 0,

 "size": 0,

 "status": "OK",

 "totalElements": 0,

 "totalPages": 0

}

* 接口返回参数说明

entity：

 recId：推荐ID, 唯一标识一次推荐结果，反馈时需要带上

 recAnswers：推荐答案数组，每个答案目前有两种格式

 格式一：

 subClass：RecTextAnswer

 id：答案ID

 score：推荐答案得分

 usageCount：使用次数

 answer：答案内容，单个文本答案

 格式二：

 subClass：RecGroupAnswer

 id：答案ID

 score：推荐答案得分

 usageCount：使用次数

 answers：答案内容，多个RecTextAnswer答案组成的答案组

# **5 历史会话还原**

## **5.1 根据会话ID查询整个历史会话**

* 接口地址

/v10/tenants/{tenantId}/session-history/robots/{robotId}/playback/from/sessionId

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/session-history/robots/6819571e-2f03-49ea-a962-0019fbc0301c/playback/from/sessionId?sessionId=fe46b354-1a74-4890-bc65-cbe4ca42865b&page=0&size=10 \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIyMjM3ODk1LCJpYXQiOjE1MjE2MzMwOTUsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjJmZDkzOWM1LWFkNDUtNGVjMS04MzFhLTk1NzRhMDYzODg1NSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.BXVLRTwe1IzWHrCZVTNQauJFQQMneYiMr5NeCRYHc68'

* 请求参数说明

tenantId：租户id

robotId：机器人id

sessionId：会话id

page：页码（0为第一页）

size：页面数据条数

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "docId": "acec298e-7e5f-4377-9ddb-c8eb13340e17",

 "msgId": "363346f4-919f-4409-accf-7cf8a15bbb87",

 "tenantId": 9,

 "userId": "robot-plugin-visitor-af6d9ed8-30e6-4a77-a870-3c9e3016fc10",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "knowledgeId": null,

 "questionType": "TEXT",

 "question": "图片呢",

 "sessionId": "dd3fc870-94b2-4383-a98e-822434005a39",

 "answerMediaType": "img",

 "answerSourceType": "RULE",

 "robotResponseBody": {

 "size": {

 "width": 1038,

 "height": 972

 },

 "url": "/v10/tenants/9/material/medias/e1654503-28b4-4c0f-8cf2-022ba8b325a2/stream",

 "filename": "屏幕快照 2018-03-23 下午4.17.50.png",

 "type": "img"

 },

 "answerMatchType": "BEST\_ANSWER",

 "createDateTime": 1522138281240,

 "timestamp": 1522138281240

 }, {

 "docId": "777b6d4f-954e-41bd-88ec-7ad83ceee3ca",

 "msgId": "4e73e45d-015f-4728-9277-dfa4e1958aa3",

 "tenantId": 9,

 "userId": "robot-plugin-visitor-af6d9ed8-30e6-4a77-a870-3c9e3016fc10",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "knowledgeId": null,

 "questionType": "TEXT",

 "question": "图文",

 "sessionId": "dd3fc870-94b2-4383-a98e-822434005a39",

 "answerMediaType": "news",

 "answerSourceType": "RULE",

 "robotResponseBody": {

 "articles": [{

 "title": "图文测试",

 "digest": "是否就是看回放身份上课就是否开始时间可否很快就是否精神焕发",

 "description": "是否就是看回放身份上课就是否开始时间可否很快就是否精神焕发",

 "url": "https://robot.easemob.com/v10/tenants/9/material/news/articles/7ee6ce80-b7e9-4811-aba5-7b7f1749c604/html",

 "thumbUrl": "https://robot.easemob.com/v1/Tenant/9/MediaFiles/c050e106-e221-4f64-9c37-6e709e057324",

 "picurl": "https://robot.easemob.com/v1/Tenant/9/MediaFiles/c050e106-e221-4f64-9c37-6e709e057324",

 "createdTime": 1516017613000,

 "date": "2018-01-15 20:00:13"

 }],

 "type": "news"

 },

 "answerMatchType": "BEST\_ANSWER",

 "createDateTime": 1522138261067,

 "timestamp": 1522138261067

 }, {

 "docId": "e4bfb0aa-b9da-4501-852d-f3dc896278e5",

 "msgId": "10546266-b080-47c7-a514-2fa953d67404",

 "tenantId": 9,

 "userId": "robot-plugin-visitor-af6d9ed8-30e6-4a77-a870-3c9e3016fc10",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "knowledgeId": null,

 "questionType": "TEXT",

 "question": "测试菜单",

 "sessionId": "dd3fc870-94b2-4383-a98e-822434005a39",

 "answerMediaType": "menu",

 "answerSourceType": "RULE",

 "robotResponseBody": {

 "texts": [{

 "knowledgeId": "e519ab18-2f02-4f85-a40c-7d7018a6a1b7",

 "text": "第一级菜单"

 }],

 "title": "",

 "titile": "",

 "type": "menu"

 },

 "answerMatchType": "BEST\_ANSWER",

 "createDateTime": 1522138251355,

 "timestamp": 1522138251355

 }, {

 "docId": "a87d5bb1-b878-4e7f-a6a2-9b43d7d081d3",

 "msgId": "594898ae-1ab3-4c0d-b4b6-fc2680fa594c",

 "tenantId": 9,

 "userId": "robot-plugin-visitor-af6d9ed8-30e6-4a77-a870-3c9e3016fc10",

 "robotId": "6819571e-2f03-49ea-a962-0019fbc0301c",

 "knowledgeId": null,

 "questionType": "TEXT",

 "question": "问题1",

 "sessionId": "dd3fc870-94b2-4383-a98e-822434005a39",

 "answerMediaType": "txt",

 "answerSourceType": "RULE",

 "robotResponseBody": {

 "msg": "还是否开始",

 "type": "txt"

 },

 "answerMatchType": "BEST\_ANSWER",

 "createDateTime": 1522138218328,

 "timestamp": 1522138218328

 }],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明

msgId：消息id

tenantId：租户id

userId：访客id

robotId：机器人id

knowledgeId：知识规则id

questionType：问题类型（TEXT：文本；）

question：问题

sessionId：会话id

answerMediaType：答案类型（txt：文本；img：图片；news：图文；menu：菜单）

answerSourceType：答案来源（DEFAULT：默认回复；FREECHAT：闲聊；INTENTION：意图识别；HUMAN\_FIRST\_ROUND：首次转出服务；HUMAN：转出服务；RULE：知识规则；MENU：菜单；RECOMMENDATE：推荐问题）

answerMatchType：答案匹配类型（DEFAULT：默认回复；BEST\_ANSWER：最佳匹配答案；RECOMMENDATE\_QUESTIONS：推荐问题；REPEAT：重复问题；SENSITIVE\_WORD\_INTERCEPTION：敏感词拦截）

robotResponseBody{

 msg：答案

 type：答案类型（txt：文本；img：图片；news：图文；menu：菜单）

}

createDateTime：创建时间

* ****注意****
	+ 每种消息类型解析请参照 "1.4 问答接口返回消息格式" 进行解析

# **6 统计接口**

## **6.1 获取会话中热门问题**

* 接口地址

/v10/tenants/{tenantId}/statisitcs/robots/{robotId}/statistics/questions

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/statisitcs/robots/6819571e-2f03-49ea-a962-0019fbc0301c/statistics/questions?startTime=2018-03-25T00:00:00.000Z&endTime=2018-03-31T00:00:00.000Z \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIyMjM3ODk1LCJpYXQiOjE1MjE2MzMwOTUsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjJmZDkzOWM1LWFkNDUtNGVjMS04MzFhLTk1NzRhMDYzODg1NSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.BXVLRTwe1IzWHrCZVTNQauJFQQMneYiMr5NeCRYHc68'

* 请求参数说明

tenantId：租户id

robotId：机器人id

startTime：开始时间（String类型，如：2018-03-25T00:00:00.000Z）

endTime：结束时间（String类型，如：2018-03-31T00:00:00.000Z）

* 接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [

 {

 "name": "转人工客服",

 "value": 768

 },

 {

 "name": "如何上课",

 "value": 472

 },

 {

 "name": "退改课咨询",

 "value": 381

 },

 {

 "name": "咨询订单",

 "value": 298

 },

 {

 "name": "秋季特训班课程",

 "value": 287

 },

 {

 "name": "如何使用手机平板上课",

 "value": 248

 },

 {

 "name": "新学员我想买",

 "value": 229

 },

 {

 "name": "系统班如何退课",

 "value": 171

 },

 {

 "name": "随材物流",

 "value": 161

 },

 {

 "name": "建议投诉",

 "value": 144

 },

 {

 "name": "优惠券",

 "value": 128

 }

 ],

 "first": true,

 "last": false,

 "size": 15,

 "number": 0,

 "numberOfElements": 15,

 "totalPages": 185,

 "totalElements": 2770

}

* 接口返回参数说明

entity {

 name：热门问题

 value：次数

}

# **7 单点登录**

## **7.1 单点登录**

### **时序图**

* 下图以第三方系统集成机器人为例（JWT 实现）

### **第三方系统开发**

* 使用约定好的jwt secret 对 email,name, state 进行签名，生成jwt。

email：邮箱地址，座位环信机器人的用户名

name：昵称

state：登录后的状态 建议填写 Enable

externalId：如果externalId 不为空，则作为用户名，如果externalId为空，则email必须填写

secret：双方约定

String jwt = JWT.create()

 .withIssuedAt(new Date())

 .withJWTId(UUID.randomUUID().toString())

 .withClaim("email", "email")

 .withClaim("name", "昵称")

 .withClaim("state", "Enable")

 .withClaim("externalId","如果email不填写，那么这个地方写用户名")

 .sign(Algorithm.HMAC256("secret 约定好的密钥"));

* 生成jwt 后，则访问SSO 接口

 http://robot.easemob.com/v10/commons/access?jwt=jwt&returnTo=http://robot.easemob.com/mo/robot&tenantId=1

* 参数说明

tenantId：在环信创建的租户id

jwt：上面生成的jwt信息

returnTo：登录成功后需要跳转到那个页面 默认地址为 http://robot.easemob.com/mo/robot 访问这个接口后，环信为根据jwt进行验证，并自动登录，然后跳转到returnTo 所指定的地址

# **8 答案挖掘对接**

## **8.1 添加历史消息**

* 接口地址

/v10/tenants/{tenantId}/unknown-question/answer-mining/chat

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/unknown-question/answer-mining/chat \

 -H 'Content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

 -d '{

 "tenantId":9,

 "sessionId":"faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "reset":false,

 "visitorId":"ccac956a-f9c7-4ecf-8496-881e65edf1ea",

 "agentId":"fa096ff0-cefd-4f17-bb43-e2a549aeaf07",

 "visitorNickName":"John",

 "agentNickName":"Jane",

 "messages":[

 {

 "msgId":"52f57fa0-ae96-451d-a4b7-cb715bf97326",

 "userType":"VISITOR",

 "text":"How'\''s the weather",

 "createDateTime": "2018-03-13T06:42:55.000Z"

 },

 {

 "msgId":"3022bf85-1540-4a65-9cd7-84e22ed84a75",

 "userType":"AGENT",

 "text":"Sunny",

 "createDateTime": "2018-03-13T06:42:56.000Z"

 }

 ]

 }'

请求参数说明

* + tenantId:Number - 租户ID
	+ sessionId:String - 会话ID
	+ reset:Bool - 会话重置标记
	+ visitorId:String - 访客ID
	+ agentId:String - 客服ID
	+ visitorNickName:String - (可选)访客昵称
	+ agentNickName:String - (可选)客服昵称
	+ messages:Array of Object - 会话消息队列
		- msgId:String - 消息ID
		- userType:String - 用户类型，"VISITOR" 或 "AGENT"
		- text:String - 消息文本
		- createDateTime:String - 创建时间，格式为yyyy-MM-dd'T'HH:mm:ss'.'SSS'Z'

接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": true,

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明
	+ true - 删除成功
	+ false - 删除失败

## **8.2 消息历史**

* 接口地址

/v10/tenants/{tenantId}/unknown-question/answer-mining/chat/history/{sessionId}

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/unknown-question/answer-mining/chat/history/faeb66ce-3e5b-4dba-a879-b6e59900d4c2 \

 -H 'Content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

请求参数说明

* + tenantId:Number - 租户ID
	+ sessionId - 会话ID

接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [

 {

 "tenantId": 9,

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "msgId":"52f57fa0-ae96-451d-a4b7-cb715bf97326",

 "userId": "ccac956a-f9c7-4ecf-8496-881e65edf1ea",

 "userType":"VISITOR",

 "nickName": "John",

 "contentType": "TEXT",

 "content": {

 "msg": "How&#39;s the weather",

 "type": "TEXT"

 },

 "ignored": false,

 "createDateTime": "2018-03-13T014:42:55.000Z",

 "timestamp": 1520923375,

 "orderId": 0

 },

 {

 "tenantId": 9,

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "msgId":"3022bf85-1540-4a65-9cd7-84e22ed84a75",

 "userId": "fa096ff0-cefd-4f17-bb43-e2a549aeaf07",

 "userType":"AGENT",

 "nickName": "Jane",

 "contentType": "TEXT",

 "content": {

 "msg": "Sunny",

 "type": "TEXT"

 },

 "ignored": false,

 "createDateTime": "2018-03-13T14:42:56.000Z",

 "timestamp": 1520923376,

 "orderId": 1

 }

 ],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明
	+ tenantId:Number - 租户ID
	+ sessionId:String - 会话ID
	+ msgId:String - 消息ID
	+ userId:String - 访客ID/客服ID，取决于userType
	+ userType:String - 用户类型，"VISITOR" 或 "AGENT"
	+ nickName:String - 访客昵称/客服昵称，取决于userType
	+ contentType:String - 内容类型，目前支持 "TEXT"
	+ content:Object - 内容
		- msg:String - 消息文本
		- type:String - 消息类型，目前支持 "TEXT"
	+ ignored:Number - 忽略标识
	+ createDateTime:String - 创建时间，格式为yyyy-MM-dd'T'HH:mm:ss'.'SSS'Z'
	+ timestamp:Number - 时间戳
	+ orderId:Number - 消息顺序号

## **8.3 搜索问答**

* 接口地址

/v10/tenants/{tenantId}/unknown-question/answer-mining/qa

* 接口请求示例

curl -X GET \

 http://robot.easemob.com/v10/tenants/9/unknown-question/answer-mining/qa?ignored=false&question=&answer=&start\_time=&end\_time=&page=1&size= \

 -H 'Content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

请求参数说明

* + tenantId:Number - 租户ID
	+ ignored - 搜索已忽略问答对，默认值false
	+ question:String - (可选)包含问题
	+ answer:String - (可选)包含答案
	+ start\_time:String - (可选)起始时间，格式为yyyy-MM-dd HH:mm:ss
	+ end\_time:String - (可选)截止时间，格式为yyyy-MM-dd HH:mm:ss
	+ page:Number - (可选)页码
	+ size:Number - (可选)页容量，默认值20

接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": [{

 "tenantId": 9,

 "sessionId": "faeb66ce-3e5b-4dba-a879-b6e59900d4c2",

 "msgId": "52f57fa0-ae96-451d-a4b7-cb715bf97326",

 "visitorId": "ccac956a-f9c7-4ecf-8496-881e65edf1ea",

 "agentId": "fa096ff0-cefd-4f17-bb43-e2a549aeaf07",

 "visitorNickName": "John",

 "agentNickName": "Jane",

 "questions": ["How&#39;s the weather"],

 "answers": ["Sunny"],

 "ignored": false,

 "deleted": false,

 "createDateTime": "2018-03-13T14:42:55.000Z",

 "timestamp": 1520923375000,

 "orderId": 0,

 "docId": "9\_bbdf9189-6f94-4b10-b587-94bd16ef76d2"

 }],

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明
	+ tenantId:Number - 租户ID
	+ sessionId:String - 会话ID
	+ msgId:String - 消息ID
	+ visitorId:String - 访客ID
	+ agentId:String - 坐席ID
	+ visitorNickName:String - 访客昵称
	+ agentNickName:String - 坐席昵称
	+ questions: Array of String - 访客问题
	+ answers: Array of String - 坐席回答
	+ ignored:Bool - 忽略标识
	+ deleted:Bool - 删除标识
	+ createDateTime:String - 创建时间，格式为yyyy-MM-dd'T'HH:mm:ss'.'SSS'Z'
	+ timestamp:Number - 时间戳
	+ orderId:Number - 对话顺序

## **8.4 忽略问答**

* 接口地址

/v10/tenants/{tenantId}/unknown-question/answer-mining/qa/{msgId}/ignore

* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/unknown-question/answer-mining/qa/52f57fa0-ae96-451d-a4b7-cb715bf97326/ignore?ignored= \

 -H 'Content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

请求参数说明

* + tenantId - 租户ID
	+ msgId - 消息ID
	+ ignored - (可选)忽略问答，默认值true

接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": true,

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明
	+ true - 忽略成功
	+ false - 忽略失败

## **8.5 删除问答**

* 接口地址

/v10/tenants/{tenantId}/unknown-question/answer-mining/qa/{msgId}

* 接口请求示例

curl -X DELETE \

 http://robot.easemob.com/v10/tenants/9/unknown-question/answer-mining/qa/52f57fa0-ae96-451d-a4b7-cb715bf97326 \

 -H 'Content-type: application/json' \

 -H 'token:eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTIxMTY5MzM4LCJpYXQiOjE1MjA1NjQ1MzgsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6IjQ0ZmFiYzk5LWI5MzctNDZmZi05ZTcyLTAzNDYyOWE5MDllMSIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.2c7noYiWadTT84gnN4rmuyFcVRquJjt7RgaxMJgt5KE'

请求参数说明

* + tenantId - 租户ID
	+ msgId - 消息ID

接口返回的ResponseBody

{

 "status": "OK",

 "errorCode": null,

 "errorDescription": null,

 "entity": true,

 "first": null,

 "last": null,

 "size": null,

 "number": null,

 "numberOfElements": null,

 "totalPages": null,

 "totalElements": null

}

* 接口返回参数说明
	+ true - 删除成功
	+ false - 删除失败

# **9 策略服务**

## **9.1 机器人策略服务**

* 机器人策略服务是企业版增值功能，需要开通后使用。
* 如果相应机器人是从标准版迁移而来，需要确认其策略处理已经指向机器人企业版策略服务。

## **9.2 机器人策略类型**

* 机器人目前支持的策略类型
	+ 渠道策略
	+ 业务策略
	+ 时间策略
	+ 地区策略

## **9.3 机器人策略数据集成**

* 机器人策略透传字段作为机器人问答接口请求参数的一部分传递给机器人
* 接口地址：/v10/tenants/{tenantId}/knowledge/robots/{robotId}/ask
* 接口请求示例

curl -X POST \

 http://robot.easemob.com/v10/tenants/9/knowledge/robots/6fc454b1-3b90-411c-b7cb-6956980c707a/ask \

 -H 'cache-control: no-cache' \

 -H 'content-type: application/json' \

 -H 'token: eyJhbGciOiJIUzI1NiJ9.eyJzdWIiOiJjaGl4aWFveXUyMTFAMTYzLmNvbSIsImlzcyI6ImVhc2Vtb2Itcm9ib3QiLCJ0ZW5hbnRJZCI6OSwiZXhwIjoxNTU0ODY0MTAwLCJpYXQiOjE1NTQyNTkzMDAsInVzZXJJZCI6IjFmYmNhNjE5LTZlMWItNDg2Yi1hOTdhLWE4MDc0ZjRlNzIxMSIsImp0aSI6Ijc4NDliODIwLTIxNGUtNDcyOS04ZmVkLTBiZDg0ZjE2Njc2ZCIsInVzZXJuYW1lIjoiY2hpeGlhb3l1MjExQDE2My5jb20ifQ.6wC9OISThUg1HRosoOCePdGVi7YuLbFDUFLfKgTQLpM' \

 -d '{

 "userId":"8e8c58c5-c5af-4f25-a880-83266de907b6",

 "tenantId":9,

 "question":"测试渠道类型答案",

 "originType":"weixin",

 "type":"TEXT",

 "strategyTransData":{

 "tenantId":9,

 "robotId":"6fc454b1-3b90-411c-b7cb-6956980c707a",

 "originTypes":["weixin"],

 "labels": [],

 "numbers": [],

 "regions": [

 {

 "city": "沈阳市",

 "province": "辽宁省"

 }

 ]

 }

}'

参数说明

* + strategyTransData：机器人策略透传字段，如果该字段为空，策略不生效（时间策略除外，具体看下面说明），该对象包含如下属性
		- tenantId：机器人的租户ID，Integer类型
		- robotId： 机器人ID，String类型
		- originTypes：渠道名称，用于渠道策略处理，List类型
		- labels：业务名称，用于业务策略处理，List类型
		- regions：地区名称，用于地区策略处理，该对象包含如下属性
			* city：城市名称
			* province：省名称
		- numbers：目前没有用到

****注意****

* + 由于策略服务本身是可以直接获取到当前时间的，所以策略透传字段无需传递时间策略相关参数，其它如渠道策略、业务策略及地区策略必须透传相关参数，否则策略计算不生效。

## **9.4 机器人策略如何影响知识规则匹配结果**

* 所有知识规则答案支持配置策略。
* 当全部知识规则答案都没有配置策略时，保持目前行为，随机抽取一条答案进行应答。
* 当有部分知识规则答案配置策略时，则优先匹配配置策略的答案，匹配上一条答案则直接应答，如匹配上2条以上答案则在其中随机抽取应答；如果没有匹配上，则在没有配置策略的答案中随机抽取应答。
* 当所有知识规则答案都配置了策略，但没有任何匹配时（通过策略服务计算），则出默认回复。

## **9.5 环信客服系统与机器人策略数据集成**

* 环信客服系统目前对接了下列机器人策略类型
	+ 渠道策略
	+ 业务策略
		- 目前直接支持 "客服关联名@客服渠道名" 映射为机器人业务策略（需要客服系统开通，具体见下面说明），如果需要一般意义上的业务策略对接，请按上面策略数据集成部分说明进行。
	+ 时间策略
* 在定义机器人渠道策略时，环信客服系统与机器人渠道名称需要满足下表的对应关系，否则将无法映射到机器人渠道策略上。
* 客服租户开通 "客服关联名@客服渠道名" 映射为机器人业务策略
	+ robot-integration服务配置文件
		- kf.robot.support.channel.mapping.business.policy.tenants

| **产品** | **网页渠道** | **微信渠道** | **微博渠道** | **App渠道** | **呼叫中心** | **RESTAPI渠道** |
| --- | --- | --- | --- | --- | --- | --- |
| 机器人 | webim | weixin | weibo | app | phone | rest |
| 环信客服 | WEBIM | WEIXIN | WEIBO | APP | PHONE | REST |

多个客服租户ID用逗号分隔

定义业务策略

例如：客服关联名：售前；客服渠道名：WEBIM；则机器人业务策略应定义为：售前@webim