



InQuira SOAP Interface

Using the InQuira SOAP API

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Client applications interact with the search engine via SOAP requests. This document defines that SOAP interaction and, more importantly, the request and response elements of that action which define the interaction between the UI agent and the search engine.

See [Chapter 5, Integrating InQuira with a Production User Interface](#) in the *Intelligent Search Administration Guide* for details on configuring and using the SOAP gateway and client.

In This Guide

The *InQuira Soap Interface* Guide is divided into the following chapters:

- | | |
|---|---|
| Chapter 1, SOAP Requests and Responses | This chapter describes the InQuira SOAP API. |
| Chapter 3, Example Requests and Responses | This chapter provides examples of specific SOAP requests and responses. |
| Chapter 4, InQuira XML Schema Definition | This chapter provides the XML schema for the SOAP API. |

Contacting InQuira

You can contact InQuira by mail, telephone, fax, and email.

Address:	851 Traeger Ave. Suite 125 San Bruno, CA 94066
Telephone:	(650) 246-5000
InQuira Customer Support Hotline:	(888) 947-8324 NOTE: See <i>InQuira Customer Support on page 3</i> for more information on reporting incidents to InQuira Customer Support.
Fax:	(650) 264-5036
Email:	For sales information, send email to sales@inquira.com . For product support, send email to support@inquira.com .
World Wide Web:	Learn more about InQuira products, solutions, services, and support on the world wide web at: www.inquiracom.com .

InQuira Customer Support

InQuira Customer Support is available from 6:30 am to 4:30 pm PST, excluding InQuira holidays.

For Priority 1 incidents, such as when a production system hangs or crashes, or when continued use of the product is impossible, please use the support hotline: (888) 947-8324.

IMPORTANT: We accept Priority 1 requests only by telephone. We recommend that you send a follow-up email for Priority 1 requests after contacting InQuira Customer Support using the support hotline.

For Priority 2, 3, and 4 incidents, as described below, please contact InQuira Customer Support by email at: support@inquira.com.

Incident response times are determined by the following priority definitions:

Priority	Contact	Response Time	Definition
1	The InQuira Customer Support hotline: (888) 947-8324	1 business hour	A production system hangs or crashes, or continued use of the product is impossible.
2	support@inquira.com	8 business hours	The product is usable with major restrictions on functionality.
3	support@inquira.com	16 business hours	The product is usable with minor restrictions on functionality.
4	support@inquira.com	3 business days	You have a question or an enhancement request pertaining to the software or the documentation.

InQira Product Documentation

InQira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQira, Inc.

The InQira documentation is available in PDF format. It is packaged in the `/docs` directory, within the `/inquire` directory, for example:

```
<InQira_install_dir>/inquire/docs
```

NOTE: You need a PDF reader application installed on each processor on which you plan to view the InQira product documentation. The Adobe Acrobat reader is available from Adobe Systems at: <http://www.adobe.com>.

Detailed information about each product document set is available in:

- [Intelligent Search Documentation on page 5](#)
- [Intelligent Search Analytics Documentation on page 6](#)
- [Information Manager Documentation on page 7](#)
- [Contact Center Documentation on page 8](#)

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQira Customer Support as described in [InQira Customer Support on page 3](#).

If you need help obtaining InQira product documentation, or want to obtain permission to redistribute a portion of the contents, please contact your InQira account representative.

Intelligent Search Documentation

Intelligent Search is distributed with the following documentation.

Document	Number	Description
Intelligent Search Installation Guide	IS80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira 8.1. It provides detailed information on installing InQuira 8.1 and configuring the application on a single processor using the Installation Configuration Environment facility.
Intelligent Search Administrator's Guide and Reference	IS80-CA-00	This guide is intended for system and application administrators who need to configure an InQuira 8.1 application in an enterprise environment. It describes InQuira 8.1 integration, development, configuration, and maintenance processes and tasks.
Intelligent Search Language Administration Guide	IS80-LA-00	This guide is intended for business users and subject matter experts who need to create and maintain the language processing elements of a InQuira 8.1 application using the System Manager. This book provides usage information about the System Manager, conceptual information about the InQuira 8.1 language objects, and task information about the process of managing the user experience provided by the InQuira 8.1 application.
Intelligent Search Tuning Guide	IS80-LD-00	This guide is intended for application developers who need to create and maintain advanced InQuira 8.1 language-processing elements using the Dictionary and other InQuira Language Workbench applications.
Optimizing InQuira Intelligent Search	IS80-AG-00	This guide is intended for application developers who need to implement InQuira 8.1 advanced features, including Personalized Navigation and Process Wizards.
Intelligent Search Application Developer's Guide	IS80-API-00	This guide provides information about integrating and customizing the InQuira 8.1 Personalized Response User Interface.

Intelligent Search Language Reference	IS80-LRG-00	This guide is for language developers implementing InQuira 8.1 applications that utilize the intent libraries and advanced language processing functions. These guides are published as separate documents that provide reference information for each industry-specific intent library. Each reference also contains complete descriptions of InQuira Match Language and Variable Instantiation Language.
Intelligent Search User Interface Guide	IS80-UI-00	This guide is intended for application developers who need to customize the InQuira 8.1 Personalized Response User Interface, and integrate it with a production web application. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into an enterprise web architecture, customizing its appearance and functionality, and implementing various special features.

Intelligent Search Analytics Documentation

Intelligent Search Analytics is distributed with the following documentation.

Document	Number	Description
InQuira Analytics Installation Guide	IA80-IG-00	This guide is intended for technical staff who are responsible for installing Intelligent Search Analytics. It provides detailed information on installing and configuring the Intelligent Search Analytics product for use with an InQuira 8.1 application.
Analytics User Guide	IA80-CA-00	This guide is intended for systems and application administrators who need to configure the Intelligent Search and Information Manager Analytics components to report on InQuira 8.1 application performance.

Information Manager Documentation

InQuira Information Manager is distributed with the following documentation.

Document	Number	Description
Information Manager Installation Guide	IM80-IG-00	This guide is intended for technical staff who are responsible for installing InQuira Information Manager. It provides detailed information on installing and configuring the Information Manager product.
Information Manager Administration Guide	IM80-CA-00	This guide is intended for systems and application administrators who need to configure and administer an InQuira Information Manager application, and integrate it with an InQuira 8.1 application. It also contains information for general business users who need to use the Information Manager to create and manage content.
Information Manager Content Authoring Guide	IM80-AG-00	This guide is intended for technical staff who are responsible for authoring content in InQuira Information Manager. It provides detailed information on creating content and managing workflow tasks in the Information Manager console.
Information Manager Developer's Guide	IM80-WSR-00	This guide is intended for application developers who need to integrate Information Manager content, content category, and user and security functions with external applications. It contains reference information and examples for all packages, classes, methods, and interfaces of the Information Manager Web Services API.

Contact Center Documentation

The InQuira 8.1 contact center products are distributed with the following documentation.

Document	Number	Description
Contact Center Advisor Integration Guide	CA80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira Contact Center Advisor with an InQuira application and a supported CRM application.
Intelligent Search Siebel Integration Guide	CAS80-IG-00	This guide is intended for application developers and systems administrators who need to plan for and integrate InQuira 8.1 with Siebel 7 Enterprise Applications using the Siebel Adapter for InQuira 8.1.

Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

Chapter 1 SOAP Requests and Responses

The main topics in this chapter are:

- [Generating SOAP Requests and Responses on the Default User Interface \(ui.jsp\) on page 9](#)
- [SOAP Requests on page 10](#)
- [SOAP Responses on page 23](#)
- [SOAP Errors on page 29](#)

Generating SOAP Requests and Responses on the Default User Interface (ui.jsp)

You can generate the SOAP request and response for any query you make on the default user interface, ui.jsp. Simply add ‘?debug=true’ to the end of the URL. For example, if your InQuira server is running at *host* and *port*, then the URL would be:

`http://host.port/inquirapp/ui.jsp?debug=true`

The XML request and response are echoed below the rendered results.

SOAP Requests

This section describes:

- [Anatomy of a Request](#) on page 10
- [Request Types](#) on page 11
- [Request Sequence](#) on page 22
- [State Information to be Maintained by Client](#) on page 22

Anatomy of a Request

The elements in a basic SOAP request are:

```
<message type="request">
  <params>
    <param name="type"> type</param> -- Request type (see Request Types on page 11)
    .... -- Other request parameters (depend on the request type)
  </params>
  <constraint>
    ..... -- Information about the user making the request
  </constraint>
  <session ...>
    ..... -- The content of the session
  </session>
</message>
```

Request Types

Among the request parameters is the request type that defines the type of request.

There are three categories of requests:

- Search
- Contact Center Advisor (CCA)
- Deflection

The following table lists all of the request types for each category. The sections below describe each request type, along with the required and optional parameters for the request.

Search	Contact Deflection	Contact Center Advisor (CCA)
EmptyRequest	InitialContact	EmptyRequest
AnswerQuestion	AnswerContact	CCAAnswerQuestion
ProcessAnswer	ProcessAnswer	CCAProcessAnswer
CurrentResults	CurrentResults	CCACurrentResults
NextResults	NextResults	CCANextResults
PreviousResults	PreviousResults	CCAPreviousResults
Navigate	Navigate	CCANavigate
RateQuestion	RateQuestion	CCARateQuestion
GetPage	GetPage	CCAGetPage
FinishWizard	NA	FinishWizard
SearchWithinQuestion	NA	NA
Login	NA	NA
NA	RespondContact	NA
NA	NA	CCARefresh
NA	NA	CCAAddSolution
NA	NA	CCARemoveSolution

All Requests

All requests have these parameters

[constraint.user.name](#) or
[constraint.user.principal](#)
[constraint.address](#)
[constraint.host](#)

[constraint.language](#)
[constraint.domainGroup](#)
[constraint.segment](#) (required for analytics)
[FacetCollectionID](#)
[agentAddress](#)
[processorAddress](#)
[baseURL](#)
[sessionHasExpired](#)
[extSessionId](#)
[user-agent.headers.referrer](#) (required for analytics)
[user-agent.parameters.query_src](#) (required for analytics)

EmptyRequest

An empty request. This is the first call to the search in order to get the question box and browsable facets.

See [Empty Request/Response on page 74](#) for an example.

The possible parameters are:

[TransactionId](#)
[ui_mode](#)

InitialContact

This type is the equivalent of the empty request for a Submit A Case Online search request. This type of request needs to be submitted to initialize the search before calling [AnswerContact](#) when the user searches before submitting a case.

The possible parameters are:

[CCACaseDesc](#) (optional)
[CCACConnected](#) (optional)
[CCACContentId](#) (optional)
[CCAExtSolList](#)
[CCASRKey](#)
[CCASystem](#) (optional)
[CCATypes](#) (optional)
[TransactionId](#)
[ui_mode](#)

FinishWizard

This request is called on the completion of a process wizard.

The possible parameters are:

- [CCACaseDesc](#) (optional)
- [CCACConnected](#) (optional)
- [CCACContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [TransactionId](#)
- [ui_mode](#)
- [wizardId](#)

GetPage

Returns the request as the response unchanged.

The possible parameters are:

- [TransactionId](#)
- [ui_mode](#)

CCAGetPage

Same as [GetPage](#), but for CCA.

The possible parameters are:

- [CCACaseDesc](#) (optional)
- [CCACConnected](#) (optional)
- [CCACContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [TransactionId](#)
- [ui_mode](#)

ProcessAnswer

After receiving a set of results, the user may click to see more detail about the results. This could mean they are viewing a highlighted click through page, a standard click through page, or similar answers. See [Process Answer on page 88](#) for an example.

The possible parameters are:

- [ActionCode](#)
- [AnswerId](#)
- [AnswerRelatedIds](#)
- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [PriorTransactionId](#)
- [TrackedURL](#)
- [TransactionId](#)
- [ui_mode](#)
- [user-agent.parameters.highlight_info](#)
- [user-agent.parameters.turl](#)

CCAProcessAnswer

Same as [ProcessAnswer](#), but for CCA.

The possible parameters are:

- [ActionCode](#)
- [AnswerId](#)
- [AnswerRelatedIds](#)
- [CCACaseDesc](#) (optional)
- [CCACConnected](#) (optional)
- [CCACContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [PriorTransactionId](#)
- [TrackedURL](#)

TransactionId
ui_mode
user-agent.parameters.highlight_info
user-agent.parameters.turl

AnswerQuestion

Normal search request. See [AnswerQuestion](#) on page 76 for an example.

The possible parameters are:

Facet
FacetCollectionID
FacetPriorTransactionId
FacetShowAll
Question
SearchWithin
TransactionId
ui_mode

AnswerContact

This parameter is similar to [AnswerQuestion](#), but for when the question is coming from email deflection, rather than regular searching. The same [Question](#) parameter is needed.

The possible parameters are:

Facet
FacetCollectionID
FacetPriorTransactionId
FacetShowAll
Question
SearchWithin
TransactionId
ui_mode

CCAAnswerQuestion

This parameter is similar to [AnswerQuestion](#), but for CCA.

The possible parameters are:

- [CCACaseDesc](#) (optional)
- [CCACConnected](#) (optional)
- [CCACContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [Facet](#)
- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [FacetShowAll](#)
- [Question](#)
- [SearchWithin](#)
- [TransactionId](#)
- [ui_mode](#)

SearchWithinQuestion

Search within a single document, to find more than one answer. This is useful mainly for large PDF documents.

The possible parameters are:

- [ActionCode](#)
- [Facet](#)
- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [FacetShowAll](#)
- [Question](#)
- [SearchWithin](#)
- [TransactionId](#)
- [ui_mode](#)

Navigate

A facet navigation request. See [Facet Navigation on page 92](#) for an example.

The possible parameters are:

- Facet
- FacetCollectionID
- FacetPriorTransactionId
- FacetShowAll
- Question
- SearchWithin
- TransactionId
- ui_mode

CCANavigate

Same as [Navigate](#), but for CCA

The possible parameters are:

- CCACaseDesc (optional)
- CCAConnected (optional)
- CCAContentId (optional)
- CCAExtSolList
- CCASRKey
- CCASystem (optional)
- CCATypes (optional)
- Facet
- FacetCollectionID
- FacetPriorTransactionId
- FacetShowAll
- Question
- SearchWithin
- TransactionId
- ui_mode

CCARefresh

Returns the current information of the CCA “session.”

The possible parameters are:

- CCACaseDesc (optional)
- CCACConnected (optional)
- CCACContentId (optional)
- CCAExtSolList
- CCASRKey
- CCASystem (optional)
- CCATypes (optional)
- Facet
- FacetCollectionID
- FacetPriorTransactionId
- FacetShowAll
- Question
- SearchWithin
- TransactionId
- ui_mode

CCAAddSolution

Associates a Service Request with a set of IM documents (solutions).

The possible parameters are:

- CCAAnswerSolutionsList
- CCACaseDesc (optional)
- CCACConnected (optional)
- CCACContentId (optional)
- CCAExtSolList
- CCASRKey
- CCASystem (optional)
- CCATypes (optional)
- FacetPriorTransactionId
- PriorTransactionId
- TransactionId
- ui_mode

CCARemoveSolution

Removes the associates to a Service Requests from a set of IM documents.

The possible parameters are:

- [CCACaseDesc](#) (optional)
- [CCAConected](#) (optional)
- [CCAContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [FacetPriorTransactionId](#)
- [PriorTransactionId](#)
- [TransactionId](#)
- [ui_mode](#)

RateQuestion

Response to a feedback portlet.

The possible parameters are:

- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [PriorTransactionId](#)
- [TransactionId](#)
- [ui_mode](#)
- [UserFeedback](#)
- [UserRating](#)

CCARateQuestion

Same as [RateQuestion](#), but for CCA.

The possible parameters are:

- [CCACaseDesc](#) (optional)
- [CCAConected](#) (optional)
- [CCAContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)

CCATypes (optional)
FacetCollectionID
FacetPriorTransactionId
PriorTransactionId
TransactionId
ui_mode
UserFeedback
UserRating

CurrentResults

NextResults

PreviousResults

Tells the system which page you are requesting. See [Navigation on page 82](#) for an example.

The possible parameters are:

AnswerStart
FacetCollectionID
FacetPriorTransactionId
FacetReset
NavigationPurpose
NewPageSize
PageNumber
PageSize
PriorTransactionId
TransactionId
ui_mode

CCACurrentResults

CCANextResults

CCAPreviousResults

Tells the system which page you are requesting.

The possible parameters are:

- [AnswerStart](#)
- [CCACaseDesc](#) (optional)
- [CCACConnected](#) (optional)
- [CCACContentId](#) (optional)
- [CCAExtSolList](#)
- [CCASRKey](#)
- [CCASystem](#) (optional)
- [CCATypes](#) (optional)
- [FacetCollectionID](#)
- [FacetPriorTransactionId](#)
- [FacetReset](#)
- [NavigationPurpose](#)
- [NewPageSize](#)
- [PageNumber](#)
- [PageSize](#)
- [PriorTransactionId](#)
- [TransactionId](#)
- [ui_mode](#)

Login

Handles logging into the system. Requires requests to be marked with “requiresAuthentication” in config.

The possible parameters are:

- [nextRequest](#)
- [TransactionId](#)
- [ui_mode](#)

RespondContact

Once the user sees the answers for the problem they are trying to resolve, they have the ability to decide if the answers resolved their issue or if they want to escalate it by submitting a case.

The possible parameters are:

[PriorTransactionId](#)
[response](#)
[user-agent.parameters.response](#)
[TransactionId](#)
[ui_mode](#)

Request Sequence

The sequence of requests in a typical user query are:

1. [EmptyRequest](#) (show question box and browsable facets)
2. [AnswerQuestion](#) (ask question)
3. [NextResults](#) (show next page)
4. [ProcessAnswer](#) (highlight an HTML answer)
5. [RateQuestion](#) (provide feedback)

See [Chapter 3, Example Requests and Responses](#) for examples of these request types and their responses.

State Information to be Maintained by Client

During a session, the client must maintain certain values and pass them with subsequent requests. These are:

- [session](#)
- [PriorTransactionId](#)
- [constraint.language](#)
- [constraint.domainGroup](#)
- [constraint.segment](#)
- [FacetCollectionID](#) (navigation application)
- [user-agent.parameters.query_src](#) (query source)
- [user-agent.headers.referrer](#)

SOAP Responses

This section describes:

- [Anatomy of a Response on page 23](#)
- [Answer Types on page 24](#)

Anatomy of a Response

The elements of the following types of SOAP responses are described in this section

```
<message type="response">
  <params>
    .... <-- Response parameters
  </params>
  <cookies ....> .....-- Only returned for HTML highlighting requests
    <cookie .....> .....-- The cookie to be set in the agent
  </cookies>
  <responses ....>
    <purpose .....> .....-- The answers for a specific portlet
      <answer .....>
        .....-- Answer to the question. (See Answer Types on page 24)
      </answer>
    </purpose>
  </responses>
  <facets>
    <result-facet> .....-- There are often multiple result-facets
      ..... -- The facet associated with the results
    </result-facet>
  </facets>
  <query>
    <question ....>
      ..... -- The original question asked
    </question>
  </query>
  <config>
    <param name="searchWithin">>false</param>
  </config>
  <constraint>
    ..... -- Information about the user making the request
  </constraint>
  <session ...>
    ..... -- The content of the session
  </session>
</message>
```

Answer Types

An answer in a response can be one of the following:

- [Managed Answer](#) on page 24
- [Intent Response](#) on page 24
- [Glossary Response](#) on page 24
- [Structured Response](#) on page 25
- [Process Wizard](#) on page 26
- [Unstructured Answer](#) on page 27

Managed Answer

```
<answer rule="1654294136" type="custom" answer_id="16777216" score="1.0">
  <sentence type="code">This answer points to the InQuira home page.</sentence>
  <title type="code">This is a text custom text result</title>
  <link type="code">http://www.inquira.com</link>
</answer>
```

Intent Response

```
<answer rule="1654294142" type="template" answer_id="16777217" score="1.0">
  <name>Answer Template</name>
  <element type="String" id="title">Template title</element>
  <element type="URL" id="link">http://www.inquira.com</element>
  <element type="URL" id="image"/>
  <element type="HTML" id="text">This is the body of the answer.</element>
</answer>
```

Glossary Response

```
<answer answer_id="16777218" score="1.0" type="dictionary">
  <summary>
    <title type="text">defaultglossaryentry</title>
    <excerpt type="code">defaultglossarydefinition</excerpt>
  </summary>
</answer>
```


Structured Response

```
<answer answer_id="16777219" rule="1649837694" score="1.0" type="structured"
  table_summary_rows="3">
  <summary>
    <title>Structured Results</title>
    <description>This is a structured query example</description>
    <paraphrase>.....</paraphrase>
  </summary>
  <unavailable_fields/>
  <changed_fields/>
  <table complete="true" total_possible_results="0" total_results="2">
    <header>
      <field type="code">ID</field>
      <field type="code">TITLE</field>
      <field type="code">BODY</field>
    </header>
    <row>
      <field type="number">0</field>
      <field type="code">This is the title for the first row.</field>
      <field type="code">This is the body for the first row.</field>
    </row>
    <row>
      <field type="number">1</field>
      <field type="code">This is the title for the second row.</field>
      <field type="code">This is the body for the second row.</field>
    </row>
  </table>
  <chartTypes/>
</answer>
```

Process Wizard

A process wizard response contains a [wizard](#) element in place of an [answer](#) element:

```
<wizard label="Test Process Wizard " description="This is a test process wizard." first_step="1A"
id="myFirstWizard" default_step="defaultStep" version="1.1" score="0.999">
  <step label="First Step" uuid="ce082608-203c-11dd-8c3e-f80a7ee9784e" id="1A">
    <section type="fields">
      <field type="html" description="&lt;div id=&quot;kb id&quot;&gt;KB 10011&lt;/div&gt;"/>
      <field type="radio" description="" id="No_Choice">
        <option value="forward" selected="true">Example</option>
      </field>
    </section>
    <section type="transitions">
      <transition step="defaultStep">
        <condition op="equal" value="forward" field="1A.No_Choice"/>
      </transition>
    </section>
  </step>
  <step label="Thanks!" id="defaultStep">
    <section type="fields">
      <field type="html" description="If your question was not answered,&lt;br&gt;
        please call our Customer Support."/>
    </section>
  </step>
</wizard>
```

Unstructured Answer

```
<answer docType="HTML" collectionId="1" type="unstructured" answer_id="1677720"
score="0.9977068731827189" similar_count="5" docId="2097229" collectionName="test"
charset="Cp1252" highlight_version="true" language="en-US">
  <section>
    <title url="http://hostname/content/test.html">
      <snippet lvl="0">Document title</snippet>
    </title>
    <text>
      <snippet lvl="0">Context sentence.</snippet>
    </text>
    <text url="http://hostname:8222/content/test.html#firstAnchor">
      <snippet lvl="1">Answer for </snippet>
      <snippet lvl="3">simple test </snippet>
      <snippet lvl="1">question.</snippet>
    </text>
  </section>
  <highlighted_link type="text">http://hostname:8222/inquirapp/
ui.jsp?ui_mode=answer&prior_transaction_id=0&iq_action=5&answer_id=167772
0&highlight_info=2097229,14,15&url=http%3A%2F%2Fhostname%3A8222%2Fconte
nt%2Ftest.html
  </highlighted_link>
  <link type="highlight">
    <protocol>http</protocol>
    <host>hostname</host>
    <port>8222</port>
    <path>/inquirapp/</path>
    <file>ui.jsp</file>
    <params>
      ....
    </params>
    <anchor>...</anchor>
  </link>
  <click_through_link type="text">http://hostname:8222/inquirapp/
ui.jsp?ui_mode=answer&prior_transaction_id=0&iq_action=4&answer_id=167772
0&url=http%3A%2F%2Fhostname%3A8222%2Fcontent%2Ftest.html
  </click_through_link>
  <link type="click">
    <protocol>http</protocol>
    <host>hostname</host>
    <port>8222</port>
    <path>/inquirapp/</path>
    <file>ui.jsp</file>
    <params>
      ....
    </params>
    <anchor>firstAnchor</anchor>
  </link>
```

```

<similar_response_link type="text">http://hostname:8222/inquirapp/
ui.jsp?ui_mode=answer&amp;prior_transaction_id=0&amp;iq_action=12&amp;answer_id=16777
20&amp;related_ids=16777230,16777229,16777228,16777227,16777226
</similar_response_link>
<link type="similar">
  <protocol>http</protocol>
  <host>hostname</host>
  <port>8222</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    .....
  </params>
  <anchor>firstAnchor</anchor>
</link>
<timestamp>
  <date>2</date>
  <month>9</month>
  <year>2007</year>
  <hour>10</hour>
  <minute>56</minute>
  <second>27</second>
  <millisecond>920</millisecond>
</timestamp>
<facets>
  <facet>
    <item> .... </item/>
  </facet>
</facets>
</answer>

```

SOAP Errors

This section describes SOAP errors.

Anatomy of an Error

The elements of a SOAP error message are shown below.

```
<message type="error">
  <Message>
    .... -- Error message description
  </Message>
  <MessageCode>
    .... -- Error message code
  </MessageCode>
  <StackTrack>
    .... -- Stack trace
  </StackTrack>
</message>
```

Error Codes

The possible message codes are:

ServerInitializing	Server is initializing. Try again in a few minutes.
ServerMaintenance	Server is performing maintenance operation. Try again in a few minutes.
ServerShutdown	Server is being restarted. Try again in a few minutes.
ServerUnavailable	Server is currently unavailable. Try again in a few minutes.
ServerBusy	Server is currently busy. Try again in a few minutes.
ServerTimeout	Server has timed out.
ServerError	Server has experienced an error.

Chapter 2 SOAP Elements

The main topics in this chapter are:

- *Request Elements* on page 32
- *Response Elements* on page 45
- *Error Elements* on page 72

Request Elements

The following table describes the possible elements in the XML request body. Each tag is described in detail in the following subsections.

Tag	Parent	Cardinality to Parent	Description
message	<none>	<none>	Root node of the SOAP parameter. For the request, contains an attribute of <code>type="request"</code> .
params	message	1	Container for the param nodes.
constraint	message	1	Contains the calling information of the user.
session	message	1	Contains the content of the session in binary format. The implementing agent should store the session information to pass back into the runtime on each subsequent request, as described in Passing session information on page 43 .

message

Parent: <none>

Cardinality to Parent: <none>

A request message. See [Anatomy of a Request on page 10](#) for the structure of an request message.

Attribute	Type	Usage	Values
type	xsd:string	required	request

A request message can contain the following elements:

Contains	Description
params	Container for the param nodes. For the response, the values are echoes of the request.
constraint	Container for the calling information of the user
session	Container for the content of the session.

params

Parents: [message](#)

Cardinality to Parent: 1

Container for the [param](#) nodes.

Contains	Description
param	Parameter value to be passed to the search engine.

param

Parents: [message](#)

Cardinality to Parent: 1..n

Used to pass a parameter value to the search engine. Each parameter is described in detail in the following subsections.

Attribute	Type	Usage	Values
name	xsd:string	required	ActionCode AnswerId AnswerRelatedIds AnswerStart agentAddress baseURL CCAAnswerSolutionsList CCACaseDesc CCAConnected CCAContentId CCAExtSolList CCASRKey CCASystem CCATypes charset extSessionId Facet FacetCollectionID FacetShowAll FacetPriorTransactionId FacetReset FacetShowAll

Attribute	Type	Usage	Values
name (cont)			NavigationPurpose NewPageSize nextRequest PageNumber PageSize PriorTransactionId processorAddress Question response SearchWithin SearchWithinDocEncoding SearchWithinDocUrl sessionHasExpired TrackedURL TransactionId type ui_mode user-agent.headers.referrer user-agent.parameters.query_src user-agent.parameters.highlight_info user-agent.parameters.turl user-agent.parameters.response UserFeedback UserRating wizardId

Request Parameters

Parameter	Description
ActionCode	<p>This determines the specific type of action the user is initiating. This value is determined by OR'ing hex values together.</p> <p>The values for unstructured (regular) search results are:</p> <ul style="list-style-type: none"> • 0x1 - Highlight an HTML page • 0x2 - Highlight a PDF page • 0x4 - Track the click through of the page • 0x8 - Show similar results <p>Therefore, a value of 5 will track a click through of a highlighted HTML page.</p> <p>All managed answers have the value:</p> <ul style="list-style-type: none"> • 0x400 - Managed answers
AnswerId	This is the internal system identification number used to track which answer was clicked on for reporting purposes.
AnswerRelatedIds	Comma separated list of answer ids for similar answers.
AnswerStart	This tells the system what result number to start with when showing the results. Counting starts from zero. So, if you show 10 answers per page, the next page will have a page_start of 10, showing the 11th result.
agentAddress	Indicates the frontend agent process that received the user (http) request.
baseURL	The base URL of the application making the search. It allows the runtime to create URLs specific to the caller. This parameter is required, and must be a valid URL to the implemented agent.
CCAAnswerSolutionsList	<p>Contains a comma separated list of search answer id and document id pairs that are to be associated with the CCAAddSolution request.</p> <p>Example: <answerid>:<docid>,<answerid>:<docid>,...</p>

Parameter	Description
CCACaseDesc	The textual description of the service request. This is the case link that associates a service request to a case in Information Manager.
CCAConected	A boolean parameter that indicates if the session is maintained. For Siebel, this value is "true".
CCAContentId	Contains a ';' separated list of GUIDs for IM documents used in case link functionality. For case removal this defines a parameter in the request. For case linking this defines a parameter in the response.
CCAExtSolList	Contains a comma separated list of answer keys that are already associated with the service request. This information is used to display if an answer is already associated as a solution with the given SR that the question was asked for.
CCASRKey	The service request id.
CCASystem	The name of the configured cca system. If this value is specified, the system uses the configured cca with that name. If this value is not specified the default cca system is used.
CCATypes	Defines a comma separated list of keys for items that are associated with the given Service Request (SR).
charset	Represents the character set of the client. This is a required parameter and should be the value of a valid Java character set for encoding. The default is UTF-8. This parameter is option and is only used by InQuira HTTP Agents.
extSessionId	Used by the agent implementer to track the actual session id on the agent side. This parameter is not required and can contain any string value.
Facet	States which facet(s) the user has chosen in navigation. This parameter is required, but can be the empty string. If not empty, it needs to contain a valid facet reference, as returned in a prior transaction.
FacetCollectionID	The name of the navigation application to use for this request. If not specified, the default navigation application is used.

Parameter	Description
FacetShowAll	Tells whether to show all facets or not. Its valid values are blank (empty string), true, and false. This parameter is required if the mode is Question or SearchWithin .
FacetPriorTransactionId	Similar to PriorTransactionId and refers to the last AnswerQuestion or Navigate request that created answers.
FacetReset	Flag that indicates that all facet selections should be removed.
FacetShowAll	Flag that indicates to show all child facets, if only a subset was shown before (in order to save UI space)
NavigationPurpose	This gives the location the user is paging in. General paging of results in the middle of the screen will use <code>navigation_purpose=ANSWER</code> . Other possibilities are PROMOTE, LINK_TO_CATEGORY, DEFINE, ACT, CONTACT.
NewPageSize	Allows the request to change the number of answers per page. The new value is used for this and all subsequent paging requests for this question.
nextRequest	Indicates what request to execute next after successful login.
PageNumber	Page number to display (zero based).
PageSize	Unused.
PriorTransactionId	This is the value of the TransactionId for the prior request of type AnswerQuestion , CCAAnswerQuestion , AnswerContact , Navigate , CCANavigate . This parameter allows you to refer to the answer for the question (navigate is a new question) and is passed back and forth throughout the session to keep tabs on the user's history.
processorAddress	Indicates which backend server processed the request.
Question	This parameter is the actual text of the search question asked. It is required, but can be blank. Valid values are any text search question. InQuira implementations translate the value found in the HTTP request parameter named <code>question_box</code> to this value.

Parameter	Description
response	Boolean indicating if the user is satisfied that the answers received during contact deflection resolved the issue.
SearchWithin	Defines the document id that should be searched by itself to find more than one answer in the given document. This value must be the docId attribute from the result's answer tag.
SearchWithinDocEncoding	The character encoding used to return the highlighted HTML document.
SearchWithinDocUrl	Specifies an alternate URL for HTML highlighting of search within results.
sessionHasExpired	This parameter tells the runtime whether the session has expired or not. This parameter is required, with valid values of true or false. This value is most likely false all of the time.
TrackedURL	Defines the URL to use for click-through tracking and highlighting for bookmarked URLs.
TransactionId	<p>This parameter is used to identify a request in a single session. The integer value has to be unique for each request in that session. The value for this parameter can be specified in the PriorTransactionId and FacetPriorTransactionId parameters in subsequent requests to refer to results generated by the request that use this transaction id.</p> <p>This allows for the browsers back button to work for a limited (configurable) number of questions.</p>
type	This is the actual type of the request. This parameter is required, and the valid values are listed in Request Types on page 11 .
ui_mode	This parameter is passed through to the response rendering stage to allow for maximum code reuse in the request creation, processing and response rendering stages.
user-agent.headers.referer	Defines the prior URL the user had visited before making the search request.

Parameter	Description
user-agent.parameters.query_src	This is the query source, which is usually the page name, but could be a site name. This parameter must be provided with requests in order for them to be logged correctly.
user-agent.parameters.highlight_info	This is the offset information needed to highlight a portion of a document. This is only mandatory for highlight requests.
user-agent.parameters.turl	This is the URL to fetch to highlight or render a page. This is only mandatory for highlight and click through requests.
user-agent.parameters.response	<p>Contains the user's decision on whether the answers resolved the problem. This parameter is used only during the contact deflection process. If the boolean value is true, the user was satisfied with the answers, otherwise an escalation should occur.</p> <p>Currently this value must be set to the same as the response parameter.</p>
UserFeedback	<p>Contains the textual feedback from the user rating the answer.</p> <p>The feedback mechanism allows users to submit a rating to their answer set, and add some optional comments. Several options are required to complete this interaction. For InQuira implementations, when the user selects the radio button and submits the feedback, the main results page refreshes. The page looks the same, but is now missing the feedback form. The ui_mode for this page is feedback. This allows the system to track the fact that a feedback rating has been submitted.</p>
UserRating	A number corresponding to the selection the user made in the radio button of ratings. Absolutely corresponds to 5, and Not Even Close corresponds to 1. The other options fall in between.
wizardId	<p>Contains the id for the process wizard that was processed.</p> <p>Currently this parameter is only used in the finish wizard requests.</p>

constraint

Parent: request [message](#), response [message](#)

Cardinality to Parent: 1

Contains information about the user making the request.

Contains	Description
user	Container for the user information. This should only be used if no authentication provider is configured in search.
host	Hostname of requestor (if not doing reverse DNS, IP address should be used). This element is used by analytics and must be present.
address	IP address of requestor. This element is used by analytics and must be present.
language	Locale of the requestor. If not specified, the default language for the application is used.
domainGroup	The domain group for the search. if not specified, the application's default domain list is used.
segment	The segment parameter that describes the type of request. This element is used by analytics and must be present.

user

Parent: [constraint](#)

Cardinality to Parent: 1 .. n

Container for the user information. User should only be used if no authentication provider is configured in search.

Either *name* or *principal* can be specified, but not both.

Contains	Description
name	Name of the user.
principal	Serialized java principal object, currently only created by InQuira agents. It is recommended to set the user name with the <user><name> tag. A valid value can only be created by the search runtime and should be passed as is from the response to all future requests.

principal

Parent: [user](#)

Cardinality to Parent: 1 .. n

Serialized java principal object, currently only created by InQuira agents. It is recommended to set the user name with the <user><name> tag.

Attribute	Type	Usage	Values
binary	xsd:string	required	True = Value is binary (Value is always binary)

session

Parent: request [message](#), response [message](#)

Cardinality to Parent: 1

Contains the content of the session. The implementing agent should be storing this information to pass back into the runtime on each subsequent request. See [Passing session information](#) for information on how to pass the session information for subsequent requests.

Attribute	Type	Usage	Values
binary	xsd:string	required	True = Value is binary (Value is always binary)
id	xsd:string	optional	Internal id of the session
extId	xsd:string	optional	External id of the session

Passing session information

In order for analytics to work correctly, you must pass the session id with each request. This section provide an example of the correct usage of session id.

1. Request to answer question, no session passed

```
<message type="request">
  <params>
    <param name="type">AnswerQuestion</param>
  </params>
</message>
```

2. Response with session id:

```
<message type="response">
.....
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
  </session>
</message>
```

3. Call to rate question with the session id and session string the same as prior response

```
<message type="request">
  <params>
    <param name="type">RateQuestion</param>
  </params>
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
  </session>
.....
</message>
```

4. Response with same session id

```
<message type="response">
.....
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
  </session>
</message>
```

5. Second call to rate question (session id and session string is the same as prior response):

```
<message type="request">
  <params>
    <param name="type">RateQuestion</param>
  </params>
  .....
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
  </session>
```

6. Response with same session id

```
<message type="response">
  .....
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
  </session>
</message>
```

Response Elements

A response message can contain any of the elements listed in the following table. Each container element may contain additional elements, as listed under the container descriptions in this section.

Tag	Parent	Cardinality to Parent	Description
message	<none>	<none>	Root node of the SOAP parameter. For the request, contains an attribute of type="response".
cookies	message	1	Container for cookies to be set in the agent..
config	message	1	Container for the configuration of the query
constraint	message	1	Contains the calling information of the user.
facets	message	1	Container for the facets associated with the results.
params	message	1	Container for the param nodes. For the response, the values are echoes of the request.
query	message	1	Container for the question(s).
responses	message	1	Container for the purposes.
session	message	1	Contains the content of the session. The implementing agent should be storing this information to pass back into the runtime on each subsequent request.
satisfied	message	1	Part of contact deflection. After the user sees the answers for the "problem," we ask if this resolved the issue. If the user answers yes, we create a response with the "satisfied" node else we create a redirect to the submission page.

Tag	Parent	Cardinality to Parent	Description
Redirect	message	1	Node only in responses that indicates that the UI should be redirect to the value of the node. <Redirect>http://www.inqira.com</Redirect>

message

Parent: <none>

Cardinality to Parent: <none>

A response message. See [Anatomy of a Response on page 23](#) for the structure of an response message.

Attribute	Type	Usage	Values
type	xsd:string	required	Message type: response

A response message can contain the following elements:

Contains	Description
params	Container for the param values in the original request.
cookies	Container for cookies to be set in the agent..
responses	Container for the purposes.
facets	Container for the facets.
query	Original query.
config	Container for the configuration of the query.
constraint	Container for the calling information of the user
session	Container for the content of the session.
satisfied	Part of contact deflection. After the user sees the answers for the “problem,” we ask if this resolved the issue. If the user answers yes, we create a response with the "satisfied" node else we create a redirect to the submission page.
Redirect	Node only in responses that indicates that the UI should be redirect to the value of the node. <Redirect>http://www.inquire.com</Redirect>

cookies

Parent: [message](#)

Cardinality to Parent: 1

Contains cookies that need to be set in the agent. This element is only returned for HTML highlighting requests.

During HTML highlighting, the HTML page is downloaded from the server. Meanwhile, the cookies received from the browser are sent to the webserver. The webserver might return new cookies. Currently only session cookies are set. Persistent cookies are not set due to security concerns.

Contains	Description
cookie	Cookie value.

cookie

Parent: [cookies](#)

Cardinality to Parent: 0..1

The value of the cookie.

Attribute	Type	Usage	Values
name	xsd:string	required	Cookie name.
domain	xsd:string	required	The domain for which this cookie is valid.

responses

Parent: [message](#)

Cardinality to Parent: 1

Container for the [sections](#).

Attribute	Type	Usage	Values
type	xsd:string	required	Response type: response — answer results

Contains	Description
primaryAnswer	Used when showing similar answers. This element contains the answer node that is the primary answer (the answer shown on the results page).
purpose	Container for the answers for a given purpose. Purposes represent portlet answers.

purpose

Parent: [responses](#)

Cardinality to Parent: 1..n

Container for the answers for a given purpose. Purposes represent portlet answers..

Attribute	Type	Usage	Values
page_more	xsd:string	optional	Total number result pages
page_number	xsd:string	optional	The ID of the current results page (first page is 0)
page_start	xsd:string	optional	Start of the current results page
page_size	xsd:string	optional	Number of answers in the current results page
total_results	xsd:string	optional	Total number of results in the for all pages (may include similar answers)
unshown_results	xsd:string	optional	Number of unshown results in the page
score	xsd:string	required	Maximum score in this section
name	xsd:string	required	Purpose name (default "ANSWERS")

Contains	Description
wizard	Contains the process wizard information. See Process Wizard on page 98 for an example.
answer	Representation of an answer. See AnswerQuestion on page 76 for an example.

answer

Parent: [section](#)

Cardinality to Parent: 1..n

Contains the representation of an answer. There are five answer types:

- [Unstructured Answer on page 52](#)
- [Managed Answer on page 58](#)
- [Intent Response Answer on page 60](#)
- [Glossary Answer on page 61](#)
- [Structured Answer on page 63](#)

- *Process wizard* on page 66

Unstructured Answer

The unstructured answer type has the following attributes and elements.

Attribute	Type	Usage	Values
type	xsd:string	required	Answer type (see Answer Types on page 24): unstructured — Unstructured Answer
answer_id	xsd:string	optional	Transient answer id.
score	xsd:string	optional	Answer score.
docType	xsd:string	optional	document type enumeration: <ul style="list-style-type: none"> • HTML • PDF • MS-WORD • MS-EXCEL • MS-POWERPOINT • RTF • TEXT • CMS-XML — IM content that contains rich text fields) • IQXML — Crawler created IQXML directly (e.g., simple IM documents) • XML
collectionId	xsd:string	optional	Id of the document's collection.
docId	xsd:string	optional	Id of the document.
collectionName	xsd:string	optional	Name of the document's collection.
charset	xsd:string	optional	Character encoding of the document.
highlight_version	xsd:string	optional	Boolean that indicates if document can be highlighted.
language	xsd:string	optional	Language of the document.
similar_count	xsd:string	optional	Number of similar answers, that have the same or lower score, that are not shown.

Contains	Description
link	Link to the answer
section	Container for the excerpt of the article
highlighted_link	Contains the highlighted link for the answer.
click_through_link	This is the tracking link for the answer that enables the link to be recorded in the log.
similar_response_link	Link to display similar answers to the current answer.
timestamp	Date and time of the answer
facets	Contains the facets associated with the results.
cca	Added to answers that are set as solutions for the given SR with attribute solution set to true. Example: <cca solution="true"/>

link

Parent: [Unstructured Answer](#)

Cardinality to Parent: 1..3

Contains the link to the answer.

Attribute	Type	Usage	Values
type	xsd:string	required	Type of link: highlight — highlighting link click — click-through tracking link similar — similar answer link

Contains	Description
protocol	Answer link protocol.
host	Answer link host.
port	Answer link port.
path	Answer link path.
file	Answer link file.
params	Query string parameters.
anchor	Answer link anchor.

params

Parents: [message](#)

Cardinality to Parent: 1

The [param](#) values in the request message.

Contains	Description
param (1..n)	Parameter value in the request message. See Request Parameters on page 36 for the complete list.

section

Parent: [Unstructured Answer](#)

Cardinality to Parent: 1

Contains document data organized by sections.

Contains	Description
section	A subsection.
title	Contains answer document title(s).
text	A single answer sentence.

text

Parent: [section](#)

Cardinality to Parent: 1..n

Contains the titles of the answer documents.

Attribute	Type	Usage	Values
url	xsd:string	optional	URL to closest anchor.

Contains	Description
snippet	Container for sentence parts.

title

Parent: [section](#)

Cardinality to Parent: 1..n

Contains the titles of the answer documents.

Attribute	Type	Usage	Values
url	xsd:string	optional	URL to closest anchor.

Contains	Description
snippet	Container for sentence parts.

snippet

Parent: [title](#), [text](#)

Cardinality to Parent: 1..n

Container for sentence parts.

Attribute	Type	Usage	Values
name	xsd:string	optional	Snippet name
lvl	xsd:string	optional	Highlight level: 0 — no highlighting 1 — answer sentence (but no match) 2 or 3 — match

timestamp

Parent: [Unstructured Answer](#)

Cardinality to Parent: 1

Date and time of the answer.

Contains	Description
date	Day in the month. Values: 1-31
month	Month in the year. Values: 1-12
year	Year
hour	Hour of the day. Values: 0-59
minute	Minutes into the hour. Values: 0-59
second	Seconds into the minute. Values: 0-59
millisecond	Millisecond into the second. Values: 0-999

facets

Parent: [Unstructured Answer](#)

Cardinality to Parent: 1

Contains the facets associated with the results.

Contains	Description
facet	Represents a facet.

facet

Parent: [facets](#)

Cardinality to Parent: 0..n

Contains a facet.

Attribute	Type	Usage	Values
hidden	xsd:string	optional	Boolean that, if true, facet should not be shown but the data is available for integration/UI purposes.

Contains	Description
item	Contains a single facet "level" description.

item

Parent: [facet](#)

Cardinality to Parent: 1..n

Contains a single facet "level" description.

Attribute	Type	Usage	Values
id	xsd:string	optional	Key representing the item.
selected	xsd:string	optional	Boolean indicating whether facet restriction for this facet is in effect.

Contains	Description
description	Descripton for single facet level.

Managed Answer

The managed answer type has the following attributes and elements.

Attribute	Type	Usage	Values
type	xsd:string	required	Answer type (see Answer Types on page 24): custom — Managed Answer
answer_id	xsd:string	optional	Transient answer id.
score	xsd:string	optional	Answer score
rule	xsd:string	optional	Rule id that triggered answer.

Contains	Description
link	Link to the answer
sentence	Contains a single answer sentence.
title	Contains answer document title.

link

Parent: [Managed Answer](#)

Cardinality to Parent: 0..n

Contains the link to the answer.

Attribute	Type	Usage	Values
type	xsd:string	required	Type of link: text — text only (not HTML) code — use verbatim (can include HTML)

sentence

Parent: [Managed Answer](#)

Cardinality to Parent: 0..n

Contains the link to the answer.

Attribute	Type	Usage	Values
type	xsd:string	required	Type of link: text — text only (not HTML) code — use verbatim (can include HTML)

title

Parent: [Managed Answer](#)

Cardinality to Parent: 1..n

Contains the titles of the answer documents.

Attribute	Type	Usage	Values
type	xsd:string	optional	Display type: text — text only (not HTML) code — use verbatim (can include HTML)

Intent Response Answer

The intent response answer type has the following attributes and elements.

Attribute	Type	Usage	Values
type	xsd:string	required	Answer type (see Answer Types on page 24): template — Intent Response
answer_id	xsd:string	optional	Transient answer id.
score	xsd:string	optional	Answer score
rule	xsd:string	optional	Rule id that triggered answer.

Contains	Description
name	Template name. Must exist.
element	Excerpt from response.

element

Parent: [Intent Response Answer](#)

Cardinality to Parent: 1..n

Excerpt from response.

Attribute	Type	Usage	Values
type	xsd:string	required	Element type: String — text only (not HTML) URL — URL HTML — can contain HTML
id	xsd:string	required	Element id. Value is dependent on answer template. Common values are title, link, image, and text.

Glossary Answer

The glossary answer type has the following attributes and elements.

Attribute	Type	Usage	Values
type	xsd:string	required	Answer type (see <i>Answer Types</i> on page 24): dictionary — Glossary Response
answer_id	xsd:string	optional	Transient answer id.
score	xsd:string	optional	Answer score

Contains	Description
summary	Contains answer document titles.

summary

Parent: [Glossary Answer](#)

Cardinality to Parent: 1

Response header.

Contains	Description
title	Response title
excerpt	Excerpt from response.

title

Parent: [summary](#)

Cardinality to Parent: 1

Contains the titles of the answer documents.

Attribute	Type	Usage	Values
type	xsd:string	optional	Display type: text — text only (not HTML) code — use verbatim (can include HTML)

excerpt

Parent: [summary](#)

Cardinality to Parent: 1

Excerpt from response.

Attribute	Type	Usage	Values
type	xsd:string	required	Except type: text — text only (not HTML) code — can contain HTML

Structured Answer

The structured answer type has the following attributes and elements.

Attribute	Type	Usage	Values
type	xsd:string	required	Answer type (see Answer Types on page 24): structured — Structured Response
answer_id	xsd:string	optional	Transient answer id.
score	xsd:string	optional	Answer score
table_summary_rows	xsd:string	optional	Number of rows including header.
rule	xsd:string	optional	Rule id that triggered answer.

Contains	Description
summary	Response header.
chart	Unused.
chartTypes	Unused.
unavailable_fields	Unused.
changed_fields	Unused.
sortCol	Unused.
table	Data container.

summary

Parent: [Structured Answer](#)

Cardinality to Parent: 1..n

Response header.

Contains	Description
title	Response title.
description	Response description.
paraphrase (0..n)	Zero or more paraphrased queries.

table

Parent: [Structured Answer](#)

Cardinality to Parent: 1

Data container.

Attribute	Type	Usage	Values
total_possible_results	xsd:string	required	Numeric indicator for additional results
total_results	xsd:string	required	Number of results returned
complete	xsd:string	required	Boolean that indicates whether entire table has been returned

Contains	Description
header	Table header container.
row	Row data container.

header

Parent: [table](#)

Cardinality to Parent: 1

Table header container.

Contains	Description
field	Data container.

row

Parent: [table](#)

Cardinality to Parent: 0..n

Table row container.

Contains	Description
field	Data container.

field

Parent: [header](#), [row](#)

Cardinality to Parent: 1..n

Data container.

Attribute	Type	Usage	Values
type	xsd:string	optional	Display type. The display types are: number — numeric text — text only (not HTML) code — can contain HTML
orig	xsd:string	optional	Unformatted value.

wizard

Parent: [section](#)

Cardinality to Parent: 1..n

Contains the process wizard information.

Attribute	Type	Usage	Values
id	xsd:string	optional	Process Wizard id.
version	xsd:string	optional	Version id.
label	xsd:string	optional	Process Wizard title.
description	xsd:string	optional	Process Wizard description.
first_step	xsd:string	optional	First step to display/process.
default_step	xsd:string	optional	Default step id (final step).
score	xsd:string	optional	Answer score.

Contains	Description
step	Process Wizard step.

step

Parent: [wizard](#)

Cardinality to Parent: 1..n

Process Wizard step.

Attribute	Type	Usage	Values
id	xsd:string	optional	Step Id (used in transitions)
label	xsd:string	optional	Step title.
uuid	xsd:string	optional	Step Id.

Contains	Description
section	Document data organized by sections.

section

Parent: [step](#)

Cardinality to Parent: 1..n

Grouping of elements.

Attribute	Type	Usage	Values
type	xsd:string	optional	Section type: fields — Displayable fields transitions — Transition definitions

Contains	Description
field	Field description.
transition	A transition to the next Process Wizard step.

field

Parent: [section](#)

Cardinality to Parent: 1..n

Field description.

Attribute	Type	Usage	Values
id	xsd:string	required for input fields	Id of the field.
type	xsd:string	optional	Display type. The display types are: text — text label html — html label radio — radio button search — search definition select — drop down list box checkbox — checkbox
isSharedType	xsd:string	optional	Boolean flag that indicates whether field is shared (default false).
description	xsd:string	optional	Description of the field.

Contains	Description
option	Value definition for selection.
map	Process wizards can map field values to search context variable to submit customized search as a wizard step.

option

Parent: [section field](#)

Cardinality to Parent: 0..n

Value definition for selection.

Attribute	Type	Usage	Values
value	xsd:string	optional	Field value, if selected.
selected	xsd:string	optional	Boolean that indicates if value is the default.

map

Parent: [section field](#)

Cardinality to Parent: 0..n

Mapping of wizard field to context variables. These values are used when search is triggered by language rules..

Attribute	Type	Usage	Values
field	xsd:string	optional	field id in the format: <i>stepId.fieldId</i>
variable	xsd:string	optional	Context variable name.

transition

Parent: [section](#)

Cardinality to Parent: 0..n

A transition to the next Process Wizard step..

Attribute	Type	Usage	Values
step	xsd:string	optional	Next step id.

Contains	Description
condition	Condition for transition.

condition

Parent: [transition](#)

Cardinality to Parent: 1

Condition for transition.

Attribute	Type	Usage	Values
field	xsd:string	optional	Comparison field id (<stepId>.<fieldId>)
op	xsd:string	optional	Comparison operation: equal not equal less than greater than
value	xsd:string	optional	Comparison value

facets

Parent: [message](#)

Cardinality to Parent: 1

Contains the facets associated with the results.

Contains	Description
result-facet	Represents a facet associated with the results.

result-facet

Parent: [facets](#), [result-facet](#) (recursive)

Cardinality to Parent: 0..n

Contains a facet associated with the results.

Attribute	Type	Usage	Values
inEffect	xsd:string	optional	Boolean that, if true, only facet is in effect.
incomplete	xsd:string	optional	Boolean that, if true, not all child facets are shown.
showlink	xsd:string	optional	Boolean that, if false, link should not be shown.
tempSelect	xsd:string	optional	Boolean that, if true, facet as in effect for this request

Contains	Description
id	Key representing the facet.
description	Displayable text representing the facet.
data	Contains the facet data.
count	Number representing count of articles found in the facet. Can be used with the attribute 'atLeast', which indicates that the facet count is known to be accurate.
result-facet	Child facet definition.

query

Parent: [message](#)

Cardinality to Parent: 1

Container for the question(s) that have been asked in this session and that are still available to access answers.

Contains	Description
question	Original question asked in the query.

question

Parent: [query](#)

Cardinality to Parent: 1..n

Contains the question.

Attribute	Type	Usage	Values
transactionId	xsd:string	required	Transaction Id that identifies the request in the session.
language	xsd:string	optional	Locale of the requestor. If not known, should be set to default of "en-US".
type	xsd:string	optional	Type of request. See Request Types on page 11 .

Contains	Description
original	Original question, as entered by the user.
paraphrase	Question, as modified by the rules engine.
spellchecked	Question, as modified by the spellchecker.

config

Parent: [message](#)

Cardinality to Parent: 1

Contains the configuration of the query

Contains	Description
param	Value of the SearchWithin parameter from the search configuration on the server that specifies whether to display the “search within” button in the UI.

Error Elements

message

Parent: <none>

Cardinality to Parent: <none>

An error message. See [Anatomy of an Error on page 29](#) for the structure of an error message.

Attribute	Type	Usage	Values
type	xsd:string	required	error — Error message info — Informational message

An error message can contain the following elements:

Contains	Description
Message	Text of error message. See Error Codes on page 29 for the complete list.
MessageCode	Error message code. See Error Codes on page 29 for the complete list.
StackTrace	Optional stack trace

Chapter 3 Example Requests and Responses

This chapter shows message requests and corresponding responses to provide a sample of the values. There are many factors that influence the content of the responses from the type of crawlers used in the system to the content found in those sources being crawled to the language rules found in the ontology. Note every possible scenario is covered in these examples.

This section does not show the SOAP transaction, but one is assumed for each transaction. Additionally, the session tag content is being omitted for brevity.

This chapter includes both the SOAP request and response for the following:

- *Empty Request/Response*
- *AnswerQuestion*
- *Navigation*
- *Process Answer*
- *Facet Navigation*
- *Process Wizard*
- *Rate Question*

Empty Request/Response

Request

```
<message type="request">
  <params>
    <param name="agentAddress">http://test.myco.com:15122/inquirapp/ui.jsp</param>
    <param name="TransactionId">30</param>
    <param name="sessionHasExpired">true</param>
    <param name="type">EmptyRequest</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="baseURL">http://test.myco.com:15122/inquirapp/ui.jsp</param>
    <param name="processorAddress">soap: urn:inquirapp@http://localhost:15120/inquiragw/
      servlet/rpcrouter</param>
    <param name="charset">UTF-8</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">http://test.myco.com:15122/inquirapp/
      ui.jsp</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
      </param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6</param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
  </params>
  <constraint>
    <address>192.168.111.1</address>
    <host>192.168.111.1</host>
    <language>en-US</language>
  </constraint>
</message>
```

Response

```
<message type="response">
  <params>
    <param name="agentAddress"> http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="TransactionId">30</param>
    <param name="sessionHasExpired">true</param>
    <param name="type">EmptyRequest</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="processorAddress">soap: urn:inquira@http://localhost:15120/inquiragw/
      servlet/rpcrouter</param>
    <param name="charset">UTF-8</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">http://test.myco.com:15122/inquiraapp/
      ui.jsp</param>
    <param name="user-agent.headers.accept"> text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5 </param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
      </param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6 </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
    <param name="processorVersion">8.0.1.05(66)</param>
  </params>
  <facets></facets>
  <constraint>
    <address>192.168.111.1</address>
    <host>192.168.111.1</host>
    <language>en-US</language>
  </constraint>
  <session id="d6970938-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
    ...
  </session>
</message>
```

AnswerQuestion

Request

```
<message type="request">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="Question">What is free checking?</param>
    <param name="FacetShowAll"></param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="SearchWithin"></param>
    <param name="TransactionId">31</param>
    <param name="type">AnswerQuestion</param>
    <param name="agentAddress">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="processorAddress">soap: urn:inquira@http://localhost:15120/inquiragw/
      servlet/rpcrouter</param>
    <param name="ui_mode">question</param>
    <param name="Facet"></param>
    <param name="structured_chart"></param>
    <param name="user-agent.parameters.ui_mode">question</param>
    <param name="user-agent.parameters.question_box">What is free checking?</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referrer">http://test.myco.com:15122/inquiraapp/
      ui.jsp</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.content-length">83</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
      </param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6</param>
    <param name="user-agent.headers.content-type">application/x-www-form-urlencoded
      </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
  </params>
</message>
```

```

<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session>...</session>
</message>

```

Response

```

<message type="response">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="Question">What is free checking?</param>
    <param name="FacetShowAll"></param>
    <param name="baseURL">http://test.myco.com:15122/inquirapp/ui.jsp
  </param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="SearchWithin"></param>
    <param name="TransactionId">31</param>
    <param name="type">AnswerQuestion</param>
    <param name="agentAddress">
      http://test.myco.com:15122/inquirapp/ui.jsp</param>
    <param name="processorAddress">
      soap: urn:inquirapp@http://localhost:15120/inquiragw/servlet/rpcrouter</param>
    <param name="ui_mode">question</param>
    <param name="Facet"></param>
    <param name="structured_chart"></param>
    <param name="user-agent.parameters.ui_mode">question</param>
    <param name="user-agent.parameters.question_box">What is free checking?</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">
      http://test.myco.com:15122/inquirapp/ui.jsp</param>
    <param name="user-agent.headers.accept">
      text/xml,application/xml,application/xhtml+xml,text/html;q=0.9,text/plain;q=0.8
      ,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.content-length">83</param>
    <param name="user-agent.headers.accept-charset">
      ISO-8859-1,utf-8;q=0.7,*;q=0.7</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">
      Mozilla/5.0 (Windows; U; Windows NT 5.2; en-US; rv:1.8.1.6)
      Gecko/20070725 Firefox/2.0.0.6</param>
  </params>
</message>

```

```

<param name="user-agent.headers.content-type">
  application/x-www-form-urlencoded</param>
<param name="user-agent.headers.keep-alive">300</param>
<param name="user-agent.headers.host">test.myco.com:15122</param>
<param name="processorVersion">8.0.1.05(66)</param>
</params>
<responses type="response">
  <purpose page_start="0" page_number="0" total_results="124" page_size="4"
    name="ANSWER" score="0.99999500622665" page_more="2">
    <answer rule="476815602" type="template" answer_id="16777216"
      score="0.99999500622665">
      <name>Answer Template</name>
      <element type="String" id="title">
        Sign up for a Free Checking Account!</element>
      <element type="URL" id="link">
        http://test.myco.com:15122/inquiraapp/ui.jsp?ui_mode=answer&
        prior_transaction_id=31&iq_action=1028&answer_id=16777216&
        turl=http%3A%2F%2Fwww.myco.com%2Fpersonal%2Ffreechecking.html
      </element>
      <element type="URL" id="image"></element>
      <element type="HTML" id="text">
        Looking for a free checking account? Sign up today!</element>
      </answer>
    <answer type="unstructured" score="0.9980049788817063" docType="HTML"
      language="en-US" charset="UTF-8" collectionId="2" collectionName="myco"
      answer_id="16777219" docId="4211308" highlight_version="true">
      <section>
        <title url="http://www.myco.com/business/planningkits/browsebytopic/finances101/
          Accountingterms3.htm">
          <snippet lvl="0">
            Article: "Accounting Terms"
          </snippet>
        </title>
      </section>
      <section>
        <title url="http://www.myco.com/business/planningkits/finances101/
          Accountingterms3.htm#startcontent">
          <snippet lvl="0">Business</snippet>
        </title>
      </section>
      <section>
        <title url="http://www.myco.com/business/planningkits/browsebytopic/
          finances101/Accountingterms3.htm#startcontent">
          <snippet lvl="0">
            Accounting Terms Every Businessperson Should Know
          </snippet>
        </title>
      </section>
    </answer>
  </purpose>
</responses>

```

```

<section>
  <title url="http://www.myco.com/browsebytopic/
    finances101/Accountingterms3.htm#startcontent">
    <snippet lvl="0">Other Helpful Resources</snippet>
  </title>
  <text url="http://www.myco.com/browsebytopic/
    finances101/Accountingterms3.htm#startcontent">
    <snippet lvl="1">Check out our myco</snippet>
    <snippet lvl="3">Free Checking</snippet>
    <snippet lvl="1"> ♦ account for your personal checking needs.
  </snippet>
  </text>
  <text>
    <snippet lvl="0">
      Free ATM withdrawals worldwide
    </snippet>
  </text>
</section>
</section>
</section>
<highlighted_link type="text">
  http://test.myco.com:15122/inquirapp ui.jsp?ui_mode=answer&
  prior_transaction_id=31&iq_action=5&answer_id=16777219&
  highlight_info=4211308,241,255&turl=http%3A%2F%2Fwww.myco.com
  %2Fbusiness%2Fplanningkits%2Fbrowsebytopic%2Ffinances101
  %2FAccountingterms3.htm#__highlight
</highlighted_link>
<link type="highlight">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">31</param>
    <param name="iq_action">5</param>
    <param name="answer_id">16777219</param>
    <param name="highlight_info">4211308,241,255</param>
    <param name="turl">
      http://www.myco.com/business/planningkits/browsebytopic/
finances101/
      Accountingterms3.htm
    </param>
  </params>
  <anchor>__highlight</anchor>
</link>
<click_through_link type="text">
  http://test.myco.com:15122/inquirapp/ui.jsp?ui_mode=answer&
  prior_transaction_id=31&iq_action=4&answer_id=16777219&

```

```

    url=http%3A%2F%2Fwww.myco.com%2Fbusiness%2Fplanningkits
    %2Fbrowsebytopic%2Ffinances101%2FAccountingterms3.htm#startcontent
</click_through_link>
<link type="click">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">31</param>
    <param name="iq_action">4</param>
    <param name="answer_id">16777219</param>
    <param name="url">
      http://www.myco.com/business/planningkits/browsebytopic/finances101/
      Accountingterms3.htm
    </param>
  </params>
  <anchor>startcontent</anchor>
</link>
<similar_response_link type="text">
  http://test.myco.com:15122/inquirapp/ui.jsp?ui_mode=answer&
  prior_transaction_id=31&iq_action=12&answer_id=16777219&
  related_ids=
</similar_response_link>
<link type="similar">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">31</param>
    <param name="iq_action">12</param>
    <param name="answer_id">16777219</param>
    <param name="related_ids"></param>
  </params>
</link>
<timestamp>
  <date>2</date>
  <month>9</month>
  <year>2007</year>
  <hour>10</hour>
  <minute>56</minute>
  <second>27</second>
  <millisecond>920</millisecond>
</timestamp>
</answer>
</purpose>

```



```

</responses>
<facets>
  <result-facet>
    <id>Language</id>
    <description>LANGUAGE</description>
    <count>124</count>
    <result-facet>
      <id>Language.en</id>
      <description>English</description>
      <count>124</count>
    </result-facet>
  </result-facet>
  <result-facet>
    <id>Document Type</id>
    <description>DOCUMENT TYPE</description>
    <count>124</count>
    <result-facet>
      <id>Document Type.CMS-XML</id>
      <description>CMS-XML</description>
      <count>1</count>
    </result-facet>
    <result-facet>
      <id>Document Type.HTML</id>
      <description>HTML</description>
      <count>116</count>
    </result-facet>
  </facets>
  <query>
    <question language="en-US" transactionId="31">
      <original>What is free checking?</original>
      <paraphrase>What is free checking?</paraphrase>
    </question>
  </query>
  <config>
    <param name="searchWithin">false</param>
  </config>
  <constraint>
    <address>192.168.111.1</address>
    <host>192.168.111.1</host>
    <language>en-US</language>
  </constraint>
  <session id="d6970937-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
    ...
  </session>
</message>

```

Navigation

Request

```
<message type="request">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="baseUrl">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="NavigationPurpose">ANSWER</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="TransactionId">32</param>
    <param name="PageNumber">0</param>
    <param name="type">NextResults</param>
    <param name="agentAddress">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">
      soap: urn:inquira@http://localhost:15120/inquiragw/servlet/rpcrouter</param>
    <param name="ui_mode">paging</param>
    <param name="user-agent.parameters.page_number">0</param>
    <param name="user-agent.parameters.ui_mode">paging</param>
    <param name="user-agent.parameters.navigation_purpose">ANSWER</param>
    <param name="user-agent.parameters.direction">next</param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip, deflate</param>
    <param name="user-agent.headers.referrer">
      http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
    </param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6</param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
  </params>
</message>
```

```

<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session>...</session>
</message>

```

Response

```

<message type="response">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="NavigationPurpose">ANSWER</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="TransactionId">32</param>
    <param name="PageNumber">0</param>
    <param name="type">NextResults</param>
    <param name="agentAddress">
      http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">
      soap: urn:inquira@http://localhost:15120/inquiragw/servlet/rpcrouter</param>
    <param name="ui_mode">paging</param>
    <param name="user-agent.parameters.page_number">0</param>
    <param name="user-agent.parameters.ui_mode">paging</param>
    <param name="user-agent.parameters.navigation_purpose">ANSWER</param>
    <param name="user-agent.parameters.direction">next</param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">
      http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="user-agent.headers.accept">
      text/xml,application/xml,application/xhtml+xml,text/html;q=0.9,text/plain;q=0.8,
      image/png,*/*;q=0.5
    </param>
    <param name="user-agent.headers.accept-charset">
      ISO-8859-1,utf-8;q=0.7,*;q=0.7</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">
      Mozilla/5.0 (Windows; U; Windows NT 5.2; en-US; rv:1.8.1.6) Gecko/20070725
      Firefox/2.0.0.6
    </param>
  </params>

```

```

    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
    <param name="processorVersion">8.0.1.05(66)</param>
  </params>
  <facets>
    <result-facet>
      <id>Language</id>
      <description>LANGUAGE</description>
      <count>124</count>
      <result-facet>
        <id>Language.en</id>
        <description>English</description>
        <count>124</count>
      </result-facet>
    </result-facet>
    <result-facet>
      <id>Document Type</id>
      <description>DOCUMENT TYPE</description>
      <count>124</count>
      <result-facet>
        <id>Document Type.CMS-XML</id>
        <description>CMS-XML</description>
        <count>1</count>
      </result-facet>
      <result-facet>
        <id>Document Type.HTML</id>
        <description>HTML</description>
        <count>116</count>
      </result-facet>
      <result-facet>
        <id>Document Type.PDF</id>
        <description>PDF</description>
        <count>7</count>
      </result-facet>
    </result-facet>
  </facets>
  <responses type="response">
    <purpose page_start="5" page_number="1" total_results="0" unshown_results="-5"
      page_size="2" name="ANSWER" score="0.9980049788802212" page_more="0">
      <answer type="unstructured" score="0.9980049788802212" docType="HTML"
        language="en-US" charset="UTF-8" collectionId="2" collectionName="myco"
        answer_id="16777221" docId="4211313" highlight_version="true">
        <section>
          <title url="http://www.myco.com/business/taxissues/EstimatedTaxes3.htm">
            <snippet lvl="0">
              Article: "Paying Estimated Taxes" from Washington Mutua
            </snippet>
          </title>
        </section>
      </answer>
    </purpose>
  </responses>

```

```

<section>
  <title url="http://www.myco.com/business/taxissues/
    EstimatedTaxes3.htm#startcontent">
    <snippet lvl="0">Business</snippet>
  </title>
</section>
<section>
  <title url="http://www.myco.com/business/taxissues/
    EstimatedTaxes3.htm#startcontent">
    <snippet lvl="0">Paying Estimated Taxes </snippet>
  </title>
</section>
<section>
  <title url="http://www.myco.com/business/taxissues/
    EstimatedTaxes3.htm#startcontent">
    <snippet lvl="0">Other Helpful Business Resources</snippet>
  </title>
<text url="http://www.myco.com/business/taxissues/
  EstimatedTaxes3.htm#startcontent">
  <snippet lvl="1">Check out our myco</snippet>
  <snippet lvl="3">Free Checking</snippet>
  <snippet lvl="1"> ♦ account for your personal checking needs.
  </snippet>
</text>
<text>
  <snippet lvl="0">
    With free checks for life and free ATM withdrawals
    worldwide, it's free checking redefined!
  </snippet>
</text>
</section>
</section>
</section>
<highlighted_link type="text">
  http://test.myco.com:15122/inquiraapp/ui.jsp?ui_mode=answer&
  prior_transaction_id=31&iq_action=5&answer_id=16777221&
  highlight_info=4211313,331,345&turl=http%3A%2F%2Fwww.myco.com
  %2Fbusiness%2Fplanningkits%2Fbrowsebytopic%2Ftaxissues%2F
  EstimatedTaxes3.htm#__highlight
</highlighted_link>
<link type="highlight">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquiraapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">31</param>
    <param name="iq_action">5</param>
    <param name="answer_id">16777221</param>
    <param name="highlight_info">4211313,331,345</param>
  </params>
</link>

```

```

        <param name="turl">
            http://www.myco.com/business/taxissues/EstimatedTaxes3.htm
        </param>
    </params>
    <anchor>__highlight</anchor>
</link>
<click_through_link type="text">
    http://test.myco.com:15122/inquiraapp/
    ui.jsp?ui_mode=answer&prior_transaction_id=31&iq_action=4&
    answer_id=16777221&turl=http%3A%2F%2Fwww.myco.com%2F
    business%2Fplanningkits%2Fbrowsebytopic%2Ftaxissues%2F
    EstimatedTaxes3.htm#startcontent
</click_through_link>
<link type="click">
    <protocol>http</protocol>
    <host>test.myco.com</host>
    <port>15122</port>
    <path>/inquiraapp/</path>
    <file>ui.jsp</file>
    <params>
        <param name="ui_mode">answer</param>
        <param name="prior_transaction_id">31</param>
        <param name="iq_action">4</param>
        <param name="answer_id">16777221</param>
        <param name="turl">
            http://www.myco.com/business/taxissues/EstimatedTaxes3.htm
        </param>
    </params>
    <anchor>startcontent</anchor>
</link>
<similar_response_link type="text">
    http://test.myco.com:15122/inquiraapp/
    ui.jsp?ui_mode=answer&prior_transaction_id=31&
    iq_action=12&answer_id=16777221&related_ids=
</similar_response_link>
<link type="similar">
    <protocol>http</protocol>
    <host>test.myco.com</host>
    <port>15122</port>
    <path>/inquiraapp/</path>
    <file>ui.jsp</file>
    <params>
        <param name="ui_mode">answer</param>
        <param name="prior_transaction_id">31</param>
        <param name="iq_action">12</param>
        <param name="answer_id">16777221</param>
        <param name="related_ids"></param>
    </params>
</link>

```

```

        <timestamp>
            <date>2</date>
            <month>9</month>
            <year>2007</year>
            <hour>10</hour>
            <minute>56</minute>
            <second>30</second>
            <millisecond>937</millisecond>
        </timestamp>
    </answer>
</purpose>
</responses>
<query>
    <question language="en-US" transactionId="31">
        <original>What is free checking?</original>
        <paraphrase>What is free checking?</paraphrase>
    </question>
</query>
<config>
    <param name="searchWithin">false</param>
</config>
<constraint>
    <address>192.168.111.1</address>
    <host>192.168.111.1</host>
    <language>en-US</language>
</constraint>
<session id="d6970937-6e25-11dc-8650-e6ed81188eab" binary="true"
    extId="9636E6E2AA3E99173A961F0F51B2521D">
    ...
</session>
</message>

```

Process Answer

Request

```
<message type="request">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="AnswerRelatedIds"></param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="AnswerId">16777221</param>
    <param name="ActionCode">5</param>
    <param name="TransactionId">33</param>
    <param name="type">ProcessAnswer</param>
    <param name="agentAddress">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="TrackedURL">http://www.myco.com/business/taxissues/
      EstimatedTaxes3.htm</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">soap: urn:inquira@http://localhost:15120/inquiragw/
      servlet/rpcrouter</param>
    <param name="ui_mode">answer</param>
    <param name="user-agent.parameters.ui_mode">answer</param>
    <param name="user-agent.parameters.answer_id">16777221</param>
    <param name="user-agent.parameters.iq_action">5</param>
    <param name="user-agent.parameters.turl">http://www.myco.com/business/taxissues/
      EstimatedTaxes3.htm</param>
    <param name="user-agent.parameters.highlight_info">4211313,331,345</param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">http://test.myco.com:15122/inquiraapp/
      ui.jsp?ui_mode=paging& charset=UTF-8&
      language=en-US& prior_transaction_id=31&
      navigation_purpose=ANSWER& page_number=0& direction=next</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
    </param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6</param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
  </params>
```



```

<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session>...</session>
</message>

```

Response

```

<message type="response">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="AnswerRelatedIds"></param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="AnswerId">16777221</param>
    <param name="ActionCode">5</param>
    <param name="TransactionId">33</param>
    <param name="type">ProcessAnswer</param>
    <param name="agentAddress">
      http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="TrackedURL">
      http://www.myco.com/business/taxissues/EstimatedTaxes3.htm</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">
      soap: urn:inquira@http://localhost:15120/inquiragw/servlet/rpcrouter</param>
    <param name="ui_mode">answer</param>
    <param name="user-agent.parameters.ui_mode">answer</param>
    <param name="user-agent.parameters.answer_id">16777221</param>
    <param name="user-agent.parameters.iq_action">5</param>
    <param name="user-agent.parameters.turl">
      http://www.myco.com/business/taxissues/EstimatedTaxes3.htm</param>
    <param name="user-agent.parameters.highlight_info">4211313,331,345</param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">
      http://test.myco.com:15122/inquiraapp/ui.jsp?ui_mode=paging&
      charset=UTF-8&language=en-US&prior_transaction_id=31&
      navigation_purpose=ANSWER&page_number=0&direction=next
    </param>
    <param name="user-agent.headers.accept">
      text/xml,application/xml,application/xhtml+xml,text/html;q=0.9,
      text/plain;q=0.8,image/png,*/*;q=0.5
    </param>
  </params>

```

```

<param name="user-agent.headers.accept-charset">
  ISO-8859-1,utf-8;q=0.7,*;q=0.7</param>
<param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
<param name="user-agent.headers.user-agent">
  Mozilla/5.0 (Windows; U; Windows NT 5.2; en-US; rv:1.8.1.6)
  Gecko/20070725 Firefox/2.0.0.6
</param>
<param name="user-agent.headers.keep-alive">300</param>
<param name="user-agent.headers.host">test.myco.com:15122</param>
<param name="processorVersion">8.0.1.05(66)</param>
</params>
<cookies>
  <cookie name="BIGipServerpubsitewww" domain="www.myco.com">
    854663946.20480.0000</cookie>
  <cookie name="ASP.NET_SessionId" domain="www.myco.com">
    zisvonu4fqwmq0bpdv0xwrz3</cookie>
</cookies>
<HttpPassThrough ContentType="text/html; charset=UTF-8" Charset="UTF-8"
  Language="en-US">
  <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
    "http://www.w3.org/TR/html4/loose.dtd">
  <html>
    <!-- content of the page goes here... removed for brevity... -->
  </html>
</HttpPassThrough>
<facets>
  <result-facet>
    <id>Language</id>
    <description>LANGUAGE</description>
    <count>124</count>
    <result-facet>
      <id>Language.en</id>
      <description>English</description>
      <count>124</count>
    </result-facet>
  </result-facet>
  <result-facet>
    <id>Document Type</id>
    <description>DOCUMENT TYPE</description>
    <count>124</count>
    <result-facet>
      <id>Document Type.CMS-XML</id>
      <description>CMS-XML</description>
      <count>1</count>
    </result-facet>
    <result-facet>
      <id>Document Type.HTML</id>
      <description>HTML</description>
      <count>116</count>
    </result-facet>
  </result-facet>
</facets>

```

```

    <result-facet>
      <id>Document Type.PDF</id>
      <description>PDF</description>
      <count>7</count>
    </result-facet>
  </result-facet>
  <result-facet>
    <id>Collection</id>
    <description>COLLECTION</description>
    <count>124</count>
    <result-facet>
      <id>Collection.IM_GLOSSARY</id>
      <description>IM_GLOSSARY</description>
      <count>1</count>
    </result-facet>
    <result-facet>
      <id>Collection.myco</id>
      <description>myco</description>
      <count>123</count>
    </result-facet>
  </result-facet>
</facets>
<query>
  <question language="en-US" transactionId="31">
    <original>What is free checking?</original>
    <paraphrase>What is free checking?</paraphrase>
  </question>
</query>
<config>
  <param name="searchWithin">false</param>
</config>
<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session id="d6970937-6e25-11dc-8650-e6ed81188eab" binary="true"
  extId="9636E6E2AA3E99173A961F0F51B2521D">
  ...
</session>
</message>

```

Facet Navigation

Request

```
<message type="request">
  <params>
    <param name="sessionHasExpired">false</param>
    <param name="Question"></param>
    <param name="FacetShowAll"></param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="SearchWithin"></param>
    <param name="TransactionId">34</param>
    <param name="type">Navigate</param>
    <param name="agentAddress">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">soap: urn:inquira@http://localhost:15120/inquiragw/
      servlet/rpcrouter</param>
    <param name="ui_mode">navigate</param>
    <param name="Facet">CMS-CHANNEL-myco.Glossary</param>
    <param name="structured_chart"></param>
    <param name="user-agent.parameters.ui_mode">navigate</param>
    <param name="user-agent.parameters.structured_chart"></param>
    <param name="user-agent.parameters.facetCollectionID"></param>
    <param name="user-agent.parameters.question_box"></param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.facet">CMS-CHANNEL-myco.Glossary</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">http://test.myco.com:15122/inquiraapp/
      ui.jsp?ui_mode=paging& charset=UTF-8&
      language=en-US& prior_transaction_id=31&
      navigation_purpose=ANSWER& page_number=0& direction=next</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;
      q=0.7</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.2;
      en-US; rv:1.8.1.6) Gecko/20070725 Firefox/2.0.0.6</param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.host">test.myco.com:15122</param>
  </params>
```

```

<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session>...</session>
</message>

```

Response

```

<message type="response">
  <params>
    <param name="sessionHasExpired">>false</param>
    <param name="Question"></param>
    <param name="FacetShowAll"></param>
    <param name="baseURL">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="extSessionId">9636E6E2AA3E99173A961F0F51B2521D</param>
    <param name="charset">UTF-8</param>
    <param name="PriorTransactionId">31</param>
    <param name="SearchWithin"></param>
    <param name="TransactionId">34</param>
    <param name="type">Navigate</param>
    <param name="agentAddress">http://test.myco.com:15122/inquiraapp/ui.jsp</param>
    <param name="FacetPriorTransactionId">31</param>
    <param name="processorAddress">
      soap: urn:inquira@http://localhost:15120/inquiragw/servlet/rpcrouter</param>
    <param name="ui_mode">navigate</param>
    <param name="Facet">CMS-CHANNEL-myco.Glossary</param>
    <param name="structured_chart"></param>
    <param name="user-agent.parameters.ui_mode">navigate</param>
    <param name="user-agent.parameters.structured_chart"></param>
    <param name="user-agent.parameters.facetCollectionID"></param>
    <param name="user-agent.parameters.question_box"></param>
    <param name="user-agent.parameters.prior_transaction_id">31</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.facet">CMS-CHANNEL-myco.Glossary</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.referer">
      http://test.myco.com:15122/inquiraapp/ui.jsp?ui_mode=paging&
      charset=UTF-8&language=en-US&prior_transaction_id=31&
      navigation_purpose=ANSWER&page_number=0&direction=next
    </param>
    <param name="user-agent.headers.accept">
      text/xml,application/xml,application/xhtml+xml;text/html;q=0.9,text/plain;
      q=0.8,image/png,*/*;q=0.5
    </param>
  </params>

```

```

<param name="user-agent.headers.accept-charset">
  ISO-8859-1,utf-8;q=0.7,*;q=0.7</param>
<param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
<param name="user-agent.headers.user-agent">
  Mozilla/5.0 (Windows; U; Windows NT 5.2; en-US; rv:1.8.1.6)
  Gecko/20070725 Firefox/2.0.0.6
</param>
<param name="user-agent.headers.keep-alive">300</param>
<param name="user-agent.headers.host">test.myco.com:15122</param>
<param name="processorVersion">8.0.1.05(66)</param>
</params>
<responses type="response">
  <purpose page_start="0" page_number="0" total_results="1" unshown_results="-1"
    page_size="2" name="ANSWER" score="0.99999500622665" page_more="0">
    <answer rule="476815602" type="template" answer_id="16777216"
      score="0.99999500622665">
      <name>Answer Template</name>
      <element type="String" id="title">
        Sign up for a Free Checking Account!
      </element>
      <element type="URL" id="link">
        http://test.myco.com:15122/inquiraapp/ui.jsp?ui_mode=answer&
        prior_transaction_id=34&iq_action=1028&
        answer_id=16777216&url=http%3A%2F%2F
        www.myco.com%2Fpersonal%2Ffreechecking.html
      </element>
      <element type="URL" id="image"></element>
      <element type="HTML" id="text">
        Looking for a free checking account? Sign up today!</element>
    </answer>
    <answer type="unstructured" score="0.4991022410282163" docType="CMS-XML"
      language="en-US" charset="UTF-8" collectionId="6"
      collectionName="IM_GLOSSARY" answer_id="16777217"
      docId="12582914" highlight_version="true">
      <section>
        <title url="http://test.myco.com:15032/InfoCenter/
          index?page=content&id=GL1&actp=search">
          <snippet lvl="0">Free Checking</snippet>
        </title>
        <text url="http://test.myco.com:15032/InfoCenter/
          index?page=content&id=GL1&actp=search">
          <snippet lvl="1">Washington Mutual</snippet>
          <snippet lvl="3">Free Checking</snippet>
          <snippet lvl="1">.</snippet>
        </text>
        <text>
          <snippet lvl="0">Check out the free checking!</snippet>
        </text>
      </section>

```

```

<highlighted_link type="text">
  http://test.myco.com:15122/inquirapp/ui.jsp?ui_mode=answer&
  prior_transaction_id=34&iq_action=5&
  answer_id=16777217&highlight_info=12582914,2,6&
  turl=http%3A%2F%2Ftest.myco.com%3A15032%2F
  nfoCenter%2Findex%3Fpage%3Dcontent%26id%3D
  GL1%26actp%3Dsearch#__highlight
</highlighted_link>
<link type="highlight">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">34</param>
    <param name="iq_action">5</param>
    <param name="answer_id">16777217</param>
    <param name="highlight_info">12582914,2,6</param>
    <param name="turl">
      http://test.myco.com:15032/InfoCenter/index?page=content&
      id=GL1&actp=search
    </param>
  </params>
  <anchor>__highlight</anchor>
</link>
<click_through_link type="text">
  http://test.myco.com:15122/inquirapp/ui.jsp?ui_mode=answer&
  prior_transaction_id=34&iq_action=4&answer_id=16777217&
  turl=http%3A%2F%2Ftest.myco.com%3A15032%2FInfoCenter%2F
  index%3Fpage%3Dcontent%26id%3DGL1%26actp%3Dsearch
</click_through_link>
<link type="click">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">34</param>
    <param name="iq_action">4</param>
    <param name="answer_id">16777217</param>
    <param name="turl">
      http://test.myco.com:15032/InfoCenter/index?page=content&
      id=GL1&actp=search
    </param>
  </params>
</link>

```

```

<similar_response_link type="text">
  http://test.myco.com:15122/inquirapp/
  ui.jsp?ui_mode=answer&prior_transaction_id=34&
  iq_action=12&answer_id=16777217&related_ids=
</similar_response_link>
<link type="similar">
  <protocol>http</protocol>
  <host>test.myco.com</host>
  <port>15122</port>
  <path>/inquirapp</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">34</param>
    <param name="iq_action">12</param>
    <param name="answer_id">16777217</param>
    <param name="related_ids"></param>
  </params>
</link>
<timestamp>
  <date>2</date>
  <month>9</month>
  <year>2007</year>
  <hour>10</hour>
  <minute>11</minute>
  <second>21</second>
  <millisecond>47</millisecond>
</timestamp>
</answer>
</purpose>
</responses>
<facets>
  <result-facet>
    <id>Language</id>
    <description>LANGUAGE</description>
    <count>1</count>
  <result-facet>
    <id>Language.en</id>
    <description>English</description>
    <count>1</count>
  </result-facet>
</result-facet>

```



```

<result-facet>
  <id>Document Type</id>
  <description>DOCUMENT TYPE</description>
  <count>1</count>
  <result-facet>
    <id>Document Type.CMS-XML</id>
    <description>CMS-XML</description>
    <count>1</count>
  </result-facet>
</result-facet>
<result-facet>
  <id>Collection</id>
  <description>COLLECTION</description>
  <count>1</count>
  <result-facet>
    <id>Collection.IM_GLOSSARY</id>
    <description>IM_GLOSSARY</description>
    <count>1</count>
  </result-facet>
</result-facet>
</facets>
<query>
  <question referencId="31" language="en-US" transactionId="34">
    <original>What is free checking?</original>
    <paraphrase>What is free checking?</paraphrase>
  </question>
  <question language="en-US" transactionId="31">
    <original>What is free checking?</original>
    <paraphrase>What is free checking?</paraphrase>
  </question>
</query>
<config>
  <param name="searchWithin">false</param>
</config>
<constraint>
  <address>192.168.111.1</address>
  <host>192.168.111.1</host>
  <language>en-US</language>
</constraint>
<session id="d6970937-6e25-11dc-8650-e6ed81188eab" binary="true"
  extId="9636E6E2AA3E99173A961F0F51B2521D">
  ...
</session>
</message>

```

Process Wizard

Request

```
<message type="request">
  <params>
    <param name="type">AnswerQuestion</param>
    <param name="charset">UTF-8</param>
    <param name="Question">ipod integration with my car</param>
    <param name="structured_chart"></param>
    <param name="TransactionId">1019864122</param>
    <param name="ui_mode">question</param>
    <param name="Facet"></param>
    <param name="SearchWithin"></param>
    <param name="FacetShowAll"></param>
    <param name="user-agent.parameters.debug">>true</param>
    <param name="user-agent.parameters.ui_mode">question</param>
    <param name="user-agent.parameters.question_box">ipod integration with my car</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.headers.host">gold.inquiracom</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.1;
      en-US; rv:1.8.1.12) Gecko/20080201 Firefox/2.0.0.12</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
      </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.referer">http://gold.inquiracom/inquirawb/
      ui.jsp?debug=true</param> <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.content-type">application/x-www-form-urlencoded
      </param>
    <param name="user-agent.headers.content-length">98</param>
    <param name="agentAddress">http://gold.inquiracom/inquirawb/ui.jsp</param>
    <param name="processorAddress">transport: local</param>
    <param name="baseURL">http://gold.inquiracom:80/inquirawb/ui.jsp</param>
    <param name="extSessionId">E1CAAD0625407D19BB8B29ABA8A2BCC5</param>
  </params>
  <constraint>
    <language>en-US</language>
    <host>10.0.9.35</host>
    <address>10.0.9.35</address>
  </constraint>
</message>
```

Response

```
<message type="response">
  <params>
    <param name="type">AnswerQuestion</param>
    <param name="charset">UTF-8</param>
    <param name="Question">ipod integration with my car</param>
    <param name="structured_chart"></param>
    <param name="TransactionId">1019864122</param>
    <param name="ui_mode">question</param>
    <param name="Facet"></param>
    <param name="SearchWithin"></param>
    <param name="FacetShowAll"></param>
    <param name="user-agent.parameters.debug">>true</param>
    <param name="user-agent.parameters.ui_mode">question</param>
    <param name="user-agent.parameters.question_box">ipod integration with my car</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.headers.host">gold.inquiracom</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.1;
      en-US; rv:1.8.1.12) Gecko/20080201 Firefox/2.0.0.12</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
      </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.referer">http://gold.inquiracom/inquirawb/
      ui.jsp?debug=true</param> <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.content-type">application/x-www-form-urlencoded
      </param>
    <param name="user-agent.headers.content-length">98</param>
    <param name="agentAddress">http://gold.inquiracom/inquirawb/ui.jsp</param>
    <param name="processorAddress">transport: local</param>
    <param name="baseURL">http://gold.inquiracom:80/inquirawb/ui.jsp</param>
    <param name="extSessionId">E1CAAD0625407D19BB8B29ABA8A2BCC5</param>
    <param name="processorVersion">8.0.3.01(11)</param>
  </params>
  <responses type="response">
    <purpose page_start="0" page_number="0" total_results="44" page_size="10"
      name="ANSWER" score="1.0" page_more="4">
      <wizard label="Car Integration" description="Let us help you determine the best options to
        enjoy your iPod in your car." first_step="1A" id="ipod_in_car"
        default_step="default Step" version="1.1">
        <step label="Make" uuid="9acda1eb-b0b8-11db-ac24-9033f30a2a5b" id="2A">
          <section type="fields">
            <field type="html" description="Enter the make of your car"/>
            <field type="select" description="Make" id="select_1">
```

```

        <option value="Acura">Acura</option>
        <option value="Aston Martin">Aston Martin</option>
        <option value="Audi">Audi</option>
        <option value="BWM">BWM</option>
        <option value="Bentley">Bentley</option>
        <option value="Buick">Buick</option>
        <option value="Cadillac">Cadillac</option>
        <option value="Chevrolet">Chevrolet</option>
        <option value="Dodge">Dodge</option>
        <option value="Ferrari">Ferrari</option>
        <option value="Ford">Ford</option>
    </field>
</section>
<section type="transitions">
    <transition step="3A">
        <condition op="equal" value="Acura" field="2A.select_1"/>
    </transition>
    <transition step="3B">
        <condition op="equal" value="Cadillac" field="2A.select_1"/>
    </transition>
    <transition step="3C">
        <condition op="equal" value="Aston Martin" field="2A.select_1"/>
    </transition>
</section>
</step>
<step label="Model_Acura" uuid="9acda1ec-b0b8-11db-ac24-9033f30a2a5b"
id="3A">
    <section type="fields">
        <field type="html" description="Enter the model of your car"/>
        <field type="select" description="Model" id="select_1">
            <option value="MDX">MDX</option>
            <option value="RL">RL</option>
            <option value="RSX">RSX</option>
            <option value="TL">TL</option>
            <option value="TSX">TSX</option>
        </field>
    </section>
    <section type="transitions">
        <transition step="4A">
            <condition op="equal" value="MDX" field="3A.select_1"/>
            <condition op="equal" value="RL" field="3A.select_1"/>
            <condition op="equal" value="TL" field="3A.select_1"/>
        </transition>
        <transition step="4B">
            <condition op="equal" value="RSX" field="3A.select_1"/>
            <condition op="equal" value="TSX" field="3A.select_1"/>
        </transition>
    </section>
</step>
<step label="Model_Cadillac" uuid="9acda1ed-b0b8-11db-ac24-9033f30a2a5b"
id="3B">

```

```

<section type="fields">
  <field type="html" description="Enter the model of your car"/>
  <field type="select" description="Model" id="select_1">
    <option value="CTS">CTS</option>
    <option value="CTSV">CTS-V</option>
    <option value="DTS">DTS</option>
    <option value="Escalade">Escalade</option>
    <option value="Escalade ESV">Escalade ESV</option>
    <option value="Escalade EXT">Escalade EXT</option>
    <option value="SRX">SRX</option>
    <option value="STS">STS</option>
    <option value="STSV">STS-V</option>
    <option value="XLR">XLR</option>
    <option value="XLRV">XLR-V</option>
  </field>
</section>
<section type="transitions">
  <transition step="4B"/>
</section>
</step>
<step label="Year" uuid="9acda1ee-b0b8-11db-ac24-9033f30a2a5b" id="1A">
  <section type="fields">
    <field type="html" description="Enter the Year of your car."/>
    <field type="select" description="Year" id="text_1">
      <option value="2008">2008</option>
      <option value="2007">2007</option>
      <option value="2006">2006</option>
      <option value="2005">2005</option>
      <option value="2004">2004</option>
      <option value="2003">2003</option>
      <option value="2002">2002</option>
      <option value="2001">2001 and before</option>
    </field>
  </section>
  <section type="transitions">
    <transition step="2A">
      <condition op="not equal" value="2001" field="1A.text_1"/>
    </transition>
    <transition step="4B">
      <condition op="equal" value="2001" field="1A.text_1"/>
    </transition>
  </section>
</step>
<step label="integrated" uuid="9acda1ef-b0b8-11db-ac24-9033f30a2a5b" id="4A">
  <section type="fields">
    <field type="html" description="Acura offers seamless integration between
your car and your iPod"/>
  </section>
</step>
<step label="options" uuid="9acda1f0-b0b8-11db-ac24-9033f30a2a5b" id="4B">
  <section type="fields">

```

radio

```
<field type="html" description="Unfortunately, your car does not come with
factory iPod integration. However, you have several options for integrating
your iPod into your car stereo."/>
<field type="radio" description="Option" id="options">
  <option value="replace">Replace the factory head unit with an
  aftermarket unit</option>
  <option value="integrate">Add an aftermarket adapter to integrate your
  ipod into your existing car stereo</option>
  <option value="fm_modulation">Transmit your ipod over an unused
  station of your car stereo</option>
</field>
</section>
<section type="transitions">
  <transition step="5A">
    <condition op="equal" value="replace" field="4B.options"/>
  </transition>
  <transition step="5B">
    <condition op="equal" value="fm_modulation" field="4B.options"/>
  </transition>
  <transition step="5C">
    <condition op="equal" value="integrate" field="4B.options"/>
  </transition>
</section>
</step>
<step label="aftermarket" uuid="9acda1f1-b0b8-11db-ac24-9033f30a2a5b" id="5A">
  <section type="fields">
    <field type="html" description="There are many, high quality aftermarket car
    stereo manufacturers offering seamless ipod integration <
    a href= ";http://www.apple.com/ipodnano/ipodyourcar/
    accessories.html ";>click here</a> for more details. "/>
  </section>
</step>
<step label="<New Step>" uuid="9acda1f2-b0b8-11db-ac24-9033f30a2a5b"
id="0A">
  <section type="fields">
    <field type="html" description="**** Replace with step description ****"/>
  </section>
</step>
<step label="fm_modulation" uuid="9acda1f3-b0b8-11db-ac24-9033f30a2a5b"
id="5B">
  <section type="fields">
    <field type="html" description="<a href= ";http://
    www.griffintechology.com/products/itrip/ ";>iTrip</a>
    sends your music wirelessly from your iPod to any FM radio ? in your car,
    at a party, or wherever the mood strikes you. Simply tune your radio to
    unused radio station, select your tunes, and your music will be playing
    over the radio. <br><img src= ";http://
    www.griffintechology.com/assets/images/products/itrip/
    prod_itrip_main.jpg ";>"/>
  </section>
</step>
</section>
</section>
```

an

```

    </section>
</step>
<step label="integrated_switch" uuid="9acda1f4-b0b8-11db-ac24-9033f30a2a5b"
id="5C">
  <section type="fields">
    <field type="html" description="There are several, <a href= ";http://
www.apple.com/ipodnano/ipodyourcar/accessories.html ";>high
quality aftermarket car stereo switches</a> offering seamless ipod
integration into your existing car stereo. "/>
  </section>
</step>
<step label="Model_Aston_Martin" uuid="9acda1f5-b0b8-11db-ac24-9033f30a2a5b"
id="3C">
  <section type="fields"> <field type="html" description="Enter your Aston Martin
model."/>
    <field type="select" description="Model" id="select_1">
      <option value="DB9">DB9</option>
      <option value="Vanquish">Vanquish</option>
      <option value="Vantage">Vantage</option>
    </field>
  </section>
  <section type="transitions">
    <transition step="4C"/>
  </section>
</step>
<step label="Aston Martin integrated" uuid="9acda1f6-b0b8-11db-ac24-
9033f30a2a5b" id="4C">
  <section type="fields">
    <field type="html" description="Exciting news! Your Aston Martin features
factory integration between your iPod and the factory car stereo."/>
  </section>
</step>
<step label="<New Step>" uuid="5d68661e-b0ba-11db-8c53-ca1dec857616"
id="0B">
  <section type="fields">
    <field type="html" description="**** Replace with step description ****"/>
  </section>
</step>
<step label="Thanks!" id="defaultStep">
  <section type="fields">
    <field type="html" description="If your question was not
answered,<br>please call our Customer Support."/>
  </section>
</step>
</wizard>

```

Rate Question

Request

```
<message type="request">
  <params>
    <param name="type">RateQuestion</param>
    <param name="charset">UTF-8</param>
    <param name="TransactionId">1019864264</param>
    <param name="PriorTransactionId">1019864260</param>
    <param name="FacetPriorTransactionId">1019864260</param>
    <param name="UserRating">3</param>
    <param name="ui_mode">feedback</param>
    <param name="user-agent.parameters.debug">>true</param>
    <param name="user-agent.parameters.ui_mode">feedback</param>
    <param name="user-agent.parameters.rating">3</param>
    <param name="user-agent.parameters.rating_val">3</param>
    <param name="user-agent.parameters.prior_transaction_id">1019864260</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.headers.host">gold.inquiracom.com</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.1;
      en-US; rv:1.8.1.14) Gecko/20080404 Firefox/2.0.0.14</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
    </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.referer">http://gold.inquiracom.com/inquirawb/ui.jsp</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.content-type">application/x-www-form-urlencoded
    </param>
    <param name="user-agent.headers.content-length">12</param>
    <param name="agentAddress">http://gold.inquiracom.com/inquirawb/ui.jsp</param>
    <param name="processorAddress">transport: local</param>
    <param name="baseURL">http://gold.inquiracom.com:80/inquirawb/ui.jsp</param>
    <param name="extSessionId">91E8F1DD210150C575D23AB7A57F615E</param>
  </params>
  <constraint>
    <language>en-US</language>
    <host>10.0.9.35</host>
    <address>10.0.9.35</address>
  </constraint>
</message>
```


Response

```
<message type="response">
  <params>
    <param name="type">RateQuestion</param>
    <param name="charset">UTF-8</param>
    <param name="TransactionId">1019864264</param>
    <param name="PriorTransactionId">1019864260</param>
    <param name="FacetPriorTransactionId">1019864260</param>
    <param name="UserRating">3</param>
    <param name="ui_mode">feedback</param>
    <param name="user-agent.parameters.debug">>true</param>
    <param name="user-agent.parameters.ui_mode">feedback</param>
    <param name="user-agent.parameters.rating">3</param>
    <param name="user-agent.parameters.rating_val">3</param>
    <param name="user-agent.parameters.prior_transaction_id">1019864260</param>
    <param name="user-agent.parameters.language">en-US</param>
    <param name="user-agent.parameters.charset">UTF-8</param>
    <param name="user-agent.headers.host">gold.inquiracom.com</param>
    <param name="user-agent.headers.user-agent">Mozilla/5.0 (Windows; U; Windows NT 5.1;
      en-US; rv:1.8.1.14) Gecko/20080404 Firefox/2.0.0.14</param>
    <param name="user-agent.headers.accept">text/xml,application/xml,application/
      xhtml+xml,text/html;q=0.9,text/plain;q=0.8,image/png,*/*;q=0.5</param>
    <param name="user-agent.headers.accept-language">en-us,en;q=0.5</param>
    <param name="user-agent.headers.accept-encoding">gzip,deflate</param>
    <param name="user-agent.headers.accept-charset">ISO-8859-1,utf-8;q=0.7,*;q=0.7
    </param>
    <param name="user-agent.headers.keep-alive">300</param>
    <param name="user-agent.headers.connection">keep-alive</param>
    <param name="user-agent.headers.referer">http://gold.inquiracom.com/inquirawb/ui.jsp</param>
    <param name="user-agent.headers.cookie"></param>
    <param name="user-agent.headers.content-type">application/x-www-form-urlencoded
    </param>
    <param name="user-agent.headers.content-length">12</param>
    <param name="agentAddress">http://gold.inquiracom.com/inquirawb/ui.jsp</param>
    <param name="processorAddress">transport: local</param>
    <param name="baseURL">http://gold.inquiracom.com:80/inquirawb/ui.jsp</param>
    <param name="extSessionId">91E8F1DD210150C575D23AB7A57F615E</param>
    <param name="processorVersion">8.0.3.01(11)</param>
  </params>
  <facets>
    <result-facet>
      <id>CMS-CHANNEL-DEMO</id>
      <description>Information Manager Channel</description>
      <count>1</count>
    </result-facet>
    <result-facet>
      <id>CMS-CHANNEL-DEMO.Solutions</id>
      <description>Solutions</description>
      <count>1</count>
    </result-facet>
  </facets>
</message>
```

```

</result-facet>
<result-facet>
  <id>CMS-VIEW-DEMO</id>
  <description>Information Manager View</description>
  <count>5</count>
  <result-facet>
    <id>CMS-VIEW-DEMO.Demo</id>
    <description>Demo</description>
    <count>5</count>
  </result-facet>
</result-facet>
</facets>
<responses type="response">
  <purpose page_start="0" page_number="0" total_results="0" page_size="10"
  name="ANSWER" score="0.9997008895433345" page_more="4">
  <answer type="unstructured" score="0.9997008895433345" docType="IQLXML"
  language="en-US" charset="UTF-8" collectionId="4"
  collectionName="product_support_discussions" answer_id="16777216"
  docId="8388655" highlight_version="true">
  <section>
    <title url="http://demo/index?page=forums&
    topic=00323b32ec3b010f310b5af5007d77&
    actp=search#00323b32ec3b010f310b5af5007d77">
    <snippet lvl="1">How do I install Information </snippet>
    <snippet lvl="3">Manager</snippet>
    <snippet lvl="1">?</snippet>
    </title>
  </section>
  <highlighted_link type="text">http://gold.inquiracom:80/inquirawb/
  ui.jsp?ui_mode=answer&prior_transaction_id=1019864260&
  iq_action=5&answer_id=16777216&highlight_info=8388655,
  0,6&turl=http%3A%2Fdemo%2Findex%3Fpage%3D
  forums%26topic%3D00323b32ec3b010f310b5af5007
  d77%26actp%3Dsearch%2300323b32ec3b010f310
  b5af5007d77#__highlight
  </highlighted_link>
  <link type="highlight">
    <protocol>http</protocol>
    <host>gold.inquiracom</host>
    <path>/inquirawb/</path>
    <file>ui.jsp</file>

```

```

<params>
  <param name="ui_mode">answer</param>
  <param name="prior_transaction_id">1019864260</param>
  <param name="iq_action">5</param>
  <param name="answer_id">16777216</param>
  <param name="highlight_info">8388655,0,6</param>
  <param name="turl">http://demo/index?page=forums&
    topic=00323b32ec3b010f310b5af5007d77&
    actp=search#00323b32ec3b010f310b5af5007d77</param>
</params>
<anchor>__highlight</anchor>
</link>
<click_through_link type="text">http://gold.inquiracom.com:80/inquirawb/
  ui.jsp?ui_mode=answer&prior_transaction_id=1019864260&
  iq_action=4&answer_id=16777216&turl=http%3A%2F
  demo%2Findex%3Fpage%3Dforums%26topic%3
  D00323b32ec3b010f310b5af5007d77%26actp%3D
  search%2300323b32ec3b010f310b5af5007d77#0032
  3b32ec3b010f310b5af5007d77
</click_through_link>
<link type="click">
  <protocol>http</protocol>
  <host>gold.inquiracom.com</host>
  <path>/inquirawb/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">1019864260</param>
    <param name="iq_action">4</param>
    <param name="answer_id">16777216</param>
    <param name="turl">http://demo/index?page=forums&
      topic=00323b32ec3b010f310b5af5007d77&
      actp=search#00323b32ec3b010f310b5af5007d77
    </param>
  </params>
  <anchor>00323b32ec3b010f310b5af5007d77</anchor>
</link>
<similar_response_link type="text">http://gold.inquiracom.com:80/inquirawb/
  ui.jsp?ui_mode=answer&prior_transaction_id=1019864260&
  iq_action=12&answer_id=16777216&debug=true&related_ids=
</similar_response_link>

```

```

<link type="similar">
  <protocol>http</protocol>
  <host>gold.inquiracom</host>
  <path>/inquirawb/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">1019864260</param>
    <param name="iq_action">12</param>
    <param name="answer_id">16777216</param>
    <param name="debug">true</param>
    <param name="related_ids"></param>
  </params>
</link>
<timestamp>
  <date>29</date>
  <month>10</month>
  <year>2006</year>
  <hour>0</hour>
  <minute>25</minute>
  <second>33</second>
  <millisecond>0</millisecond>
</timestamp>
<facets>
  <facet hidden="true">
    <item id="CMS-SOURCE-TYPE" selected="false">
      <description>Content Source Type</description>
    </item>
    <item id="CMS-SOURCE-TYPE.IM_DISCUSSION" selected="false">
      <description>IM_DISCUSSION</description>
    </item>
  </facet>
  <facet hidden="true">
    <item id="CMS-GUID" selected="false">
      <description>CMS GUID</description>
    </item>
    <item id="CMS-GUID.00323b32ec3b010f310b5af5007d77"
      selected="false">
      <description>00323b32ec3b010f310b5af5007d77</description>
    </item>
  </facet>

```

```

<facet hidden="true">
  <item id="CMS-FORUM_STRUCTURE" selected="false">
    <description>IM Forum Structure</description>
  </item>
  <item id="CMS-FORUM_STRUCTURE.DEMO" selected="false">
    <description>DEMO</description>
  </item>
  <item id="CMS-FORUM_STRUCTURE.DEMO.PRODUCT_SUPPORT"
    selected="false">
    <description>PRODUCT_SUPPORT</description>
  </item>
  <item id="CMS-FORUM_STRUCTURE.DEMO.PRODUCT_SUPPORT.
    INSTALLATION" selected="false">
    <description>INSTALLATION</description>
  </item>
  <item id="CMS-FORUM_STRUCTURE.DEMO.PRODUCT_SUPPORT.
    INSTALLATION.00323b32ec3b010f310b5af5007d77" selected="false">
    <description>00323b32ec3b010f310b5af5007d77</description>
  </item>
</facet>
</facets>
</answer>
<answer type="unstructured" score="0.9997008894912779" docType="IXML"
  language="en-US" charset="UTF-8" collectionId="4"
  collectionName="product_support_discussions" answer_id="16777217"
  docId="8388669" highlight_version="true">
<section>
  <title url="http://demo/index?page=forums&topic=00323b32ec3b010f31
    0b5af5007d77&message=00325878c742010f5f870163006f39
    &actp=search#00325878c742010f5f870163006f39">
    <snippet lvl="0">RE: How do I install Information Manager?</snippet>
  </title>
  <text>
    <snippet lvl="0">The installation documentation can usually be found below
      the directory where the application was installed.
    </snippet>
  </text>
  <text>
    <snippet lvl="0">Look for a &quot;docs&quot; folder.</snippet>
  </text>
  <text url="http://demo/index?page=forums&
    topic=00323b32ec3b010f310b5af5007d77&
    message=00325878c742010f5f870163006f39&
    actp=search#00325878c742010f5f870163006f39">
    <snippet lvl="1">If INformation </snippet>
    <snippet lvl="3">Manager </snippet>
    <snippet lvl="1">was instilled along with Intelligent Search, the documents
      can be found in the &quot;docs' directory for your installation.
    </snippet>
  </text>
</section>

```

```

<highlighted_link type="text">http://gold.inquiracom:80/inquirawb/
  ui.jsp?ui_mode=answer&prior_transaction_id=1019864260&
  iq_action=5&answer_id=16777217&highlight_info=8388669,37,
  63&turl=http%3A%2Fdemo%2Findex%3Fpage%3Dforums%26
  topic%3D00323b32ec3b010f310b5af5007d77%26message%3D00
  325878c742010f5f870163006f39%26actp%3Dsearch%2300325878
  c742010f5f870163006f39#__highlight
</highlighted_link>
<link type="highlight">
  <protocol>http</protocol>
  <host>gold.inquiracom</host>
  <path>/inquirawb</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">1019864260</param>
    <param name="iq_action">5</param>
    <param name="answer_id">16777217</param>
    <param name="highlight_info">8388669,37,63</param>
    <param name="turl">http://demo/index?page=forums&
      topic=00323b32ec3b010f310b5af5007d77&
      message=00325878c742010f5f870163006f39&
      actp=search#00325878c742010f5f870163006f39
    </param>
  </params>
  <anchor>__highlight</anchor>
</link>
<click_through_link type="text">http://gold.inquiracom:80/inquirawb/
  ui.jsp?ui_mode=answer&prior_transaction_id=1019864260&
  iq_action=4&answer_id=16777217&turl=http%3A%2F
  demo%2Findex%3Fpage%3Dforums%26topic%3D00323b32ec3
  b010f310b5af5007d77%26message%3D00325878c742010f5f870
  163006f39%26actp%3Dsearch%2300325878c742010f5f87016300
  6f39#00325878c742010f5f870163006f39
</click_through_link>
<link type="click">
  <protocol>http</protocol>
  <host>gold.inquiracom</host>
  <path>/inquirawb</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">1019864260</param>
    <param name="iq_action">4</param>
    <param name="answer_id">16777217</param>
    <param name="turl">http://demo/index?page=forums&
      topic=00323b32ec3b010f310b5af5007d77&
      message=00325878c742010f5f870163006f39&
      actp=search#00325878c742010f5f870163006f39
    </param>
  </params>

```

```

    <anchor>00325878c742010f5f870163006f39</anchor>
</link>
<similar_response_link type="text">http://gold.inquiracom:80/inquirawb/
  ui.jsp?ui_mode=answer&amp;prior_transaction_id=1019864260&amp;
  iq_action=12&amp;answer_id=16777217&amp;debug=true&amp;related_ids=
</similar_response_link>
<link type="similar">
  <protocol>http</protocol>
  <host>gold.inquiracom</host>
  <path>/inquirawb/</path>
  <file>ui.jsp</file>
  <params>
    <param name="ui_mode">answer</param>
    <param name="prior_transaction_id">1019864260</param>
    <param name="iq_action">12</param>
    <param name="answer_id">16777217</param>
    <param name="debug">true</param>
    <param name="related_ids"></param>
  </params>
</link>
<timestamp>
  <date>11</date>
  <month>11</month>
  <year>2006</year>
  <hour>7</hour>
  <minute>44</minute>
  <second>14</second>
  <millisecond>0</millisecond>
</timestamp>
<facets>
  <facet hidden="true">
    <item id="CMS-SOURCE-TYPE" selected="false">
      <description>Content Source Type</description>
    </item>
    <item id="CMS-SOURCE-TYPE.IM_DISCUSSION" selected="false">
      <description>IM_DISCUSSION</description>
    </item>
  </facet>
  <facet hidden="true">
    <item id="CMS-GUID" selected="false">
      <description>CMS GUID</description>
    </item>
    <item id="CMS-GUID.00325878c742010f5f870163006f39" selected="false">
      <description>00325878c742010f5f870163006f39</description>
    </item>
  </facet>

```

```

    <facet hidden="true">
      <item id="CMS-TOPIC_ID" selected="false">
        <description>CMS Topic Id</description>
      </item>
      <item id="CMS-TOPIC_ID.00323b32ec3b010f310b5af5007d77"
        selected="false">
        <description>00323b32ec3b010f310b5af5007d77</description>
      </item>
    </facet>
    <facet hidden="true">
      <item id="CMS-FORUM_STRUCTURE" selected="false">
        <description>IM Forum Structure</description>
      </item>
      <item id="CMS-FORUM_STRUCTURE.DEMO" selected="false">
        <description>DEMO</description></item>
      <item id="CMS-FORUM_STRUCTURE.DEMO.PRODUCT_SUPPORT"
        selected="false">
        <description>PRODUCT_SUPPORT</description>
      </item>
      <item id="CMS-FORUM_STRUCTURE.DEMO.PRODUCT_SUPPORT
        .INSTALLATION" selected="false">
        <description>INSTALLATION</description>
      </item>
    </facet>
  </facets>
</answer>
</purpose>
</responses>
<query>
  <question language="en-US" transactionId="1019864260">
    <original>information manager</original>
    <paraphrase>information manager</paraphrase>
  </question>
</query>
<config>
  <param name="searchWithin">false</param>
</config>
<constraint>
  <language>en-US</language>
  <host>10.0.9.35</host>
  <address>10.0.9.35</address>
</constraint>
</message>

```


Chapter 4 InQuira XML Schema Definition

This chapter shows the elements in XML Schema Definition for the InQuira SOAP API.

Summary of SOAP Elements

<i>address</i>	<i>answer</i>	<i>application</i>	<i>cca</i>
<i>changed_fields</i>	<i>changed_fields</i>	<i>chart</i>	<i>chartTypes</i>
<i>click_through_link</i>	<i>condition</i>	<i>config</i>	<i>constraint</i>
<i>correction</i>	<i>count</i>	<i>documentDetail</i>	<i>domainGroup</i>
<i>element</i>	<i>excerpt</i>	<i>facet</i>	<i>facets</i>
<i>field</i>	<i>find</i>	<i>header</i>	<i>headers</i>
<i>highlighted_link</i>	<i>host</i>	<i>item</i>	<i>language</i>
<i>link</i>	<i>map</i>	<i>Message</i>	<i>option</i>
<i>original</i>	<i>param</i>	<i>params</i>	<i>paraphrase</i>
<i>primaryAnswer</i>	<i>principal</i>	<i>purpose</i>	<i>query</i>
<i>question</i>	<i>Redirect</i>	<i>responses</i>	<i>result-facet</i>
<i>row</i>	<i>section</i>	<i>sentence</i>	<i>session</i>
<i>similar_response_link</i>	<i>snippet</i>	<i>spellchecked</i>	<i>step</i>
<i>suggestion</i>	<i>summary</i>	<i>table</i>	<i>text</i>
<i>timestamp</i>	<i>title</i>	<i>transition</i>	<i>unavailable_fields</i>
<i>user</i>	<i>version</i>	<i>wizard</i>	

SOAP Elements

```
<?xml version="1.0"?>
<xsd:schema xmlns:xsd="http://www.w3.org/2001/XMLSchema">
```

Message

```
<xsd:element name="message">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="params" minOccurs="0"/>
      <xsd:element ref="responses" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="facets" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="find" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="query" minOccurs="0"/>
      <xsd:element ref="config" minOccurs="0"/>
      <xsd:element ref="constraint" minOccurs="0"/>
      <xsd:element ref="session" minOccurs="0"/>
      <xsd:element ref="Message" minOccurs="0"/>
      <xsd:element ref="MessageCode" minOccurs="0"/>
      <xsd:element ref="StackTrace" minOccurs="0"/>
      <xsd:element ref="satisfied" minOccurs="0"/>
      <xsd:element ref="Redirect" minOccurs="0"/>
    </xsd:sequence>
    <xsd:attribute name="type" use="required" type="xsd:string"/>
    <xsd:attribute name="XSL_MODE" use="optional" type="xsd:string"/>
    <xsd:attribute name="language" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
<xsd:element name="Message" type="xsd:string"/>
<xsd:element name="MessageCode" type="xsd:string"/>
<xsd:element name="StackTrace" type="xsd:string"/>
<xsd:element name="satisfied" type="xsd:string"/>
<!--responses-->
```

Redirect

```
<xsd:element name="Redirect">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
```

responses

```
</xsd:element> <!--responses-->
<xsd:element name="responses">
  <xsd:complexType>
    <xsd:choice maxOccurs="unbounded">
      <xsd:element ref="primaryAnswer" maxOccurs="unbounded" minOccurs="0"/>
      <xsd:element ref="purpose" maxOccurs="unbounded" minOccurs="0"/>
    </xsd:choice>
    <xsd:attribute name="type" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

params

```
<!--params-->
<xsd:element name="params">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="param" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
```

param

```
<xsd:element name="param">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="name" use="required" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

session

```
<!--session-->
<xsd:element name="session">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="binary" use="required" type="xsd:string"/>
        <xsd:attribute name="id" use="optional" type="xsd:string"/>
        <xsd:attribute name="extId" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

constraint

```
<!--constaint-->
<xsd:element name="constraint">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="user"/>
      <xsd:element ref="host"/>
      <xsd:element ref="address"/>
      <xsd:element ref="application"/>
      <xsd:element ref="version"/>
      <xsd:element ref="language"/>
      <xsd:element ref="domainGroup"/>
      <xsd:element name="segment" maxOccurs="unbounded" minOccurs="0" type="xsd:string"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

user

```
<xsd:element name="user">
  <xsd:complexType mixed="true">
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element name="name" type="xsd:string"/>
      <xsd:element ref="principal"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

principal

```
<xsd:element name="principal">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="binary" use="required" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

host

```
<xsd:element name="host" type="xsd:string"/>
```

address

```
<xsd:element name="address" type="xsd:string"/>
```

application

```
<xsd:element name="application" type="xsd:string"/>
```

version

```
<xsd:element name="version" type="xsd:string"/>
```

language

```
<xsd:element name="language" type="xsd:string"/>
```

domainGroup

```
<xsd:element name="domainGroup" type="xsd:string"/>
```

query

```
<!--query-->  
<xsd:element name="query">  
  <xsd:complexType>  
    <xsd:sequence>  
      <xsd:element ref="question" minOccurs="0" maxOccurs="unbounded"/>  
    </xsd:sequence>  
  </xsd:complexType>  
</xsd:element>
```

question

```
<xsd:element name="question">  
  <xsd:complexType>  
    <xsd:choice minOccurs="0" maxOccurs="3">  
      <xsd:element ref="original"/>  
      <xsd:element ref="paraphrase"/>  
      <xsd:element ref="spellchecked"/>  
    </xsd:choice>  
    <xsd:attribute name="transactionId" use="required" type="xsd:string"/>  
    <xsd:attribute name="language" use="optional" type="xsd:string"/>  
    <xsd:attribute name="type" use="optional" type="xsd:string"/>  
  </xsd:complexType>  
</xsd:element>
```

original

```
<xsd:element name="original" type="xsd:string"/>
```

paraphrase

```
<xsd:element name="paraphrase" type="xsd:string"/>
```

spellchecked

```
<xsd:element name="spellchecked">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="correction"/>
      <xsd:element ref="original"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

correction

```
<xsd:element name="correction">
  <xsd:complexType mixed="true">
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="suggestion"/>
    </xsd:choice>
    <xsd:attribute name="word" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

suggestion

```
<xsd:element name="suggestion">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="confidence" use="required" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

config

```
<!--config-->
<xsd:element name="config">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="param" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
```

facets

```
<!--facets-->
<xsd:element name="facets">
  <xsd:complexType>
    <xsd:choice>
      <xsd:element ref="result-facet" minOccurs="0" maxOccurs="unbounded"/>
      <xsd:element ref="facet" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

result-facet

```
<xsd:element name="result-facet">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="id"/>
      <xsd:element ref="description"/>
      <xsd:element ref="data" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="count" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="result-facet" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="inEffect" use="optional" type="xsd:string"/>
    <xsd:attribute name="incomplete" use="optional" type="xsd:string"/>
    <xsd:attribute name="showlink" use="optional" type="xsd:string"/>
    <xsd:attribute name="tempSelect" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
<xsd:element name="id" type="xsd:string"/>
<xsd:element name="description" type="xsd:string"/>
<xsd:element name="data" type="xsd:string"/>
```

facet

```
<xsd:element name="facet">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="item" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="hidden" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

count

```
<xsd:element name="count">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="atLeast" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

primaryAnswer

```
<xsd:element name="primaryAnswer">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="answer" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
```

purpose

```
<xsd:element name="purpose">
  <xsd:complexType>
    <xsd:sequence minOccurs="0">
      <xsd:element ref="wizard" maxOccurs="unbounded" minOccurs="0"/>
      <xsd:element ref="answer" maxOccurs="unbounded" minOccurs="0"/>
    </xsd:sequence>
    <xsd:attribute name="page_more" use="optional" type="xsd:string"/>
    <xsd:attribute name="page_number" use="optional" type="xsd:string"/>
    <xsd:attribute name="page_start" use="optional" type="xsd:string"/>
    <xsd:attribute name="page_size" use="optional" type="xsd:string"/>
    <xsd:attribute name="total_results" use="optional" type="xsd:string"/>
    <xsd:attribute name="unshown_results" use="optional" type="xsd:string"/>
    <xsd:attribute name="score" use="required" type="xsd:string"/>
    <xsd:attribute name="name" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```


answer

```
<xsd:element name="answer">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="link" minOccurs="0" maxOccurs="unbounded"/>
      <xsd:element ref="sentence" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="title" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="section" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="highlighted_link" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="click_through_link" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="similar_response_link" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="summary" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="chart" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="chartTypes" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="unavailable_fields" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="changed_fields" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="sortCol" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="table" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="timestamp" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="facets" minOccurs="0" maxOccurs="1"/>
      <xsd:element ref="cca" minOccurs="0" maxOccurs="1"/>
      <xsd:element name="name" minOccurs="0" maxOccurs="1" />
      <xsd:element ref="element" minOccurs="0" maxOccurs="unbounded"/>
      <xsd:element ref="text" minOccurs="0" maxOccurs="1"/>
    </xsd:choice>
    <xsd:attribute name="type" use="required" type="xsd:string" />
    <xsd:attribute name="answer_id" use="optional" type="xsd:string"/>
    <xsd:attribute name="score" use="optional" type="xsd:string"/>
    <xsd:attribute name="docType" use="optional" type="xsd:string"/>
    <xsd:attribute name="collectionId" use="optional" type="xsd:string"/>
    <xsd:attribute name="docId" use="optional" type="xsd:string"/>
    <xsd:attribute name="collectionName" use="optional" type="xsd:string"/>
    <xsd:attribute name="charset" use="optional" type="xsd:string"/>
    <xsd:attribute name="highlight_version" use="optional" type="xsd:string"/>
    <xsd:attribute name="language" use="optional" type="xsd:string"/>
    <xsd:attribute name="table_summary_rows" use="optional" type="xsd:string"/>
    <xsd:attribute name="similar_count" use="optional" type="xsd:string"/>
    <xsd:attribute name="rule" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
<xsd:element name="sortCol" type="xsd:string"/>
```

element

```
<xsd:element name="element">
  <xsd:complexType >
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="optional" type="xsd:string" />
        <xsd:attribute name="id" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

sentence

```
<xsd:element name="sentence">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="required" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

title

```
<xsd:element name="title">
  <xsd:complexType mixed="true">
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="snippet" maxOccurs="unbounded"/>
    </xsd:choice>
    <xsd:attribute name="idx" use="optional" type="xsd:string"/>
    <xsd:attribute name="url" use="optional" type="xsd:string"/>
    <xsd:attribute name="type" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

link

```
<xsd:element name="link">
  <xsd:complexType mixed="true">
    <xsd:all minOccurs="0" maxOccurs="1">
      <xsd:element ref="protocol"/>
      <xsd:element ref="host"/>
      <xsd:element ref="port"/>
      <xsd:element ref="path"/>
      <xsd:element ref="file"/>
      <xsd:element ref="params"/>
      <xsd:element ref="anchor" minOccurs="0"/>
    </xsd:all>
    <xsd:attribute name="type" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
<xsd:element name="protocol" type="xsd:string"/>
<xsd:element name="port" type="xsd:string"/>
<xsd:element name="path" type="xsd:string"/>
<xsd:element name="file" type="xsd:string"/>
<xsd:element name="anchor" type="xsd:string"/>
```

summary

```
<xsd:element name="summary">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="title"/>
      <xsd:element ref="link"/>
      <xsd:element ref="highlighted_link"/>
      <xsd:element ref="click_through_link"/>
      <xsd:element ref="timestamp"/>
      <xsd:element ref="similar_response_link"/>
      <xsd:element ref="excerpt"/>
      <xsd:element ref="description"/>
      <xsd:element ref="paraphrase"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

excerpt

```
<xsd:element name="excerpt">
  <xsd:complexType mixed="true">
    <xsd:sequence>
      <xsd:element ref="snippet" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="type" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

snippet

```
<xsd:element name="snippet">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="name" use="optional" type="xsd:string"/>
        <xsd:attribute name="score" use="optional" type="xsd:string"/>
        <xsd:attribute name="lvl" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

chart

```
<xsd:element name="chart">
  <xsd:complexType mixed="true">
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="headers"/>
      <xsd:element ref="item"/>
    </xsd:choice>
    <xsd:attribute name="description" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

headers

```
<xsd:element name="headers">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element name="header" type="xsd:string"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

item

```
<xsd:element name="item">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="field"/>
      <xsd:element ref="description"/>
      <xsd:element ref="data"/>
    </xsd:choice>
    <xsd:attribute name="shape" use="optional" type="xsd:string"/>
    <xsd:attribute name="coords" use="optional" type="xsd:string"/>
    <xsd:attribute name="id" use="optional" type="xsd:string"/>
    <xsd:attribute name="selected" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

field

```
<xsd:element name="field">
  <xsd:complexType mixed="true">
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="option"/>
      <xsd:element ref="map"/>
    </xsd:choice>
    <xsd:attribute name="id" use="optional" type="xsd:string"/>
    <xsd:attribute name="type" use="optional" type="xsd:string"/>
    <xsd:attribute name="isSharedType" use="optional" type="xsd:string"/>
    <xsd:attribute name="description" use="optional" type="xsd:string"/>
    <xsd:attribute name="orig" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

option

```
<xsd:element name="option">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="value" use="optional" type="xsd:string"/>
        <xsd:attribute name="id" use="optional" type="xsd:string"/>
        <xsd:attribute name="selected" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

map

```
<xsd:element name="map">
  <xsd:complexType>
    <xsd:attribute name="field" use="optional" type="xsd:string"/>
    <xsd:attribute name="variable" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

transition

```
<xsd:element name="transition">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="condition"/>
    </xsd:choice>
    <xsd:attribute name="step" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

condition

```
<xsd:element name="condition">
  <xsd:complexType>
    <xsd:attribute name="field" use="optional" type="xsd:string"/>
    <xsd:attribute name="op" use="optional" type="xsd:string"/>
    <xsd:attribute name="value" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

chartTypes

```
<xsd:element name="chartTypes">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="chart"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

table

```
<xsd:element name="table">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="header"/>
      <xsd:element ref="row" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="total_possible_results" use="required" type="xsd:string"/>
    <xsd:attribute name="total_results" use="required" type="xsd:string"/>
    <xsd:attribute name="complete" use="required" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

header

```
<xsd:element name="header">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="field" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
```

row

```
<xsd:element name="row">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="field"/>
      <xsd:element ref="facets"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
```

unavailable_fields

```
<xsd:element name="unavailable_fields">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="field" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
```

changed_fields

```
<xsd:element name="changed_fields">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="old_field"/>
      <xsd:element ref="new_field"/>
    </xsd:choice>
  </xsd:complexType>
</xsd:element>
<xsd:element name="old_field" type="xsd:string"/>
<xsd:element name="new_field" type="xsd:string"/>
```

highlighted_link

```
<xsd:element name="highlighted_link">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

click_through_link

```
<xsd:element name="click_through_link">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

similar_response_link

```
<xsd:element name="similar_response_link">
  <xsd:complexType>
    <xsd:simpleContent>
      <xsd:extension base="xsd:string">
        <xsd:attribute name="type" use="optional" type="xsd:string"/>
      </xsd:extension>
    </xsd:simpleContent>
  </xsd:complexType>
</xsd:element>
```

timestamp

```
<xsd:element name="timestamp">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="date"/>
      <xsd:element ref="month"/>
      <xsd:element ref="year"/>
      <xsd:element ref="hour"/>
      <xsd:element ref="minute"/>
      <xsd:element ref="second"/>
      <xsd:element ref="millisecond"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="year" type="xsd:string"/>
<xsd:element name="date" type="xsd:string"/>
<xsd:element name="month" type="xsd:string"/>
<xsd:element name="second" type="xsd:string"/>
<xsd:element name="minute" type="xsd:string"/>
<xsd:element name="hour" type="xsd:string"/>
<xsd:element name="millisecond" type="xsd:string"/>
```


section

```
<xsd:element name="section">
  <xsd:complexType>
    <xsd:choice minOccurs="0" maxOccurs="unbounded">
      <xsd:element ref="section"/>
      <xsd:element ref="title"/>
      <xsd:element ref="text"/>
      <xsd:element ref="field"/>
      <xsd:element ref="transition"/>
    </xsd:choice>
    <xsd:attribute name="type" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

text

```
<xsd:element name="text">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="snippet" minOccurs="1" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="idx" use="optional" type="xsd:string"/>
    <xsd:attribute name="url" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

wizard

```
<xsd:element name="wizard">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="step" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="id" use="optional" type="xsd:string"/>
    <xsd:attribute name="version" use="optional" type="xsd:string"/>
    <xsd:attribute name="label" use="optional" type="xsd:string"/>
    <xsd:attribute name="description" use="optional" type="xsd:string"/>
    <xsd:attribute name="first_step" use="optional" type="xsd:string"/>
    <xsd:attribute name="default_step" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

step

```
<xsd:element name="step">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="section" minOccurs="0" maxOccurs="unbounded"/>
    </xsd:sequence>
    <xsd:attribute name="id" use="optional" type="xsd:string"/>
    <xsd:attribute name="label" use="optional" type="xsd:string"/>
    <xsd:attribute name="uuid" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
```

cca

```
<xsd:element name="cca">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element ref="solution"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="solution" type="xsd:string"/>
```

find

```
<xsd:element name="find">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element maxOccurs="unbounded" ref="documentDetail"/>
    </xsd:sequence>
    <xsd:attribute name="count" type="xsd:integer"/>
    <xsd:attribute name="size" use="optional" type="xsd:integer"/>
    <xsd:attribute name="startIndex" use="optional" type="xsd:integer"/>
  </xsd:complexType>
</xsd:element>
```

documentDetail

```
<xsd:element name="documentDetail">
  <xsd:complexType mixed="true">
    <xsd:all maxOccurs="1">
      <xsd:element name="title" minOccurs="0" type="xsd:string"/>
      <xsd:element name="facet" minOccurs="0" type="xsd:string"/>
      <xsd:element name="excerpt" minOccurs="0" type="xsd:string"/>
      <xsd:element name="url" minOccurs="0" type="xsd:string"/>
      <xsd:element name="fmdt" minOccurs="0" type="xsd:string"/>
    </xsd:all>
    <xsd:attribute name="colId" use="optional" type="xsd:string"/>
    <xsd:attribute name="colName" use="optional" type="xsd:NCName"/>
    <xsd:attribute name="docId" use="optional" type="xsd:string"/>
    <xsd:attribute name="enc" use="optional" type="xsd:NCName"/>
    <xsd:attribute name="extId" type="xsd:NCName"/>
    <xsd:attribute name="guid" type="xsd:NMTOKEN"/>
    <xsd:attribute name="lang" use="optional" type="xsd:NCName"/>
    <xsd:attribute name="mdt" use="optional" type="xsd:long"/>
    <xsd:attribute name="status" type="xsd:NCName"/>
    <xsd:attribute name="uniqueId" use="optional" type="xsd:string"/>
  </xsd:complexType>
</xsd:element>
</xsd:schema>
```

