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Genesys Web Services and Applications Private Edition Guide

Provision Agent Setup

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1. REDIRECT GWS/Current/GWSPEGuide/Provision#createAS

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- Administrator

Learn how to provision Agent Setup.

Related documentation:

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Prerequisites

Agent Setup is used to manage the controls and settings that run the contact center and enable the users within it to handle and manage interactions.

Agent Setup is part of Genesys Web Services and Applications (GWS) and must be enabled when deploying GWS services.

Provisioning in OpenShift

To provision Agent Setup you must run the following commands in order to create https access routes for both `gws-app-provisioning` and `gws-ui-provisioning`.

```
oc create route edge --service=gws-ui-provisioning-blue-srv --hostname= --path /ui/provisioning
```

```
oc create route edge --service=gws-app-provisioning-blue-srv --hostname= --path /provisioning
```

Genesys recommends the hostname format `prov..`

Example

For VCE cluster (<https://console-openshift-console.apps..com/>), the host name should be `prov.apps..com`

Provisioning in GKE

Create provisioning-ingress.yaml

Important

In this example the namespace is set specifically to gws in the yaml file. Adjust accordingly for your deployment.

```
apiVersion: extensions/v1beta1
kind: Ingress
metadata:
  name: prov-ingress
  namespace: gws
  annotations:
    # add an annotation indicating the issuer to use.
    cert-manager.io/cluster-issuer: ""
    # Custom annotations for NGINX Ingress Controller
    kubernetes.io/ingress.class: "nginx"
    nginx.ingress.kubernetes.io/ssl-redirect: "false"
    nginx.ingress.kubernetes.io/use-regexp: "true"
spec:
  rules:
    - host: prov. - e.g. prov.test.dev
      http:
        paths:
          - path: /ui/provisioning/*
            backend:
              serviceName: gws-ui-provisioning-blue-srv
              servicePort: 80
          - path: /provisioning/*
            backend:
              serviceName: gws-app-provisioning-blue-srv
              servicePort: 80
  tls:
    - hosts:
      - prov. - e.g. prov.test.dev
      secretName: prov-ingress-cert
```

Apply the yaml file to your namespace

```
kubectl apply -f provisioning-ingress.yaml -n gws
```

Create an Agent Admin User

Important

The Tenant service should be running and able to access Configuration Server.

1. Log in to Configuration Manager.
2. Create a **Person** (uncheck **isAgent** Checkbox) with **userName**: AgentAdmin.

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3. Add the created user to the **Users** access group as well as to the **Agent Setup Administrators** group.

Next Step

Launch Agent Setup using the URL **<https://ui/provisioning>**.

Refer to Get started with Agent Setup for more information.