Digital Channels Private Edition Guide

Pre-configure tenant objects

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Contents

Learn how to configure your tenant resources for Digital Channels.

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Complete the steps on this page to configure your tenant resources for Digital Channels.

> ## Important
> "Nexus" is the simplified name we use for the digital channels application and nodes, so you'll see that name referenced throughout this document.

Prerequisites

Review the **Prerequisites** table and make sure you have all the listed information before you get started. The values in this table are referenced later by the name in the Variable column.

Prerequisites

Parameter	Variable	Type	Example	Notes
Digital Channels FQDN URL	$nexusURL	HTTPS URL string	https://nexus.mydomain.com	The fully qualified domain name (FQDN) for Digital Channels.
Contact center ID	$ccId	string	578ec98e-f07c-46ad-9675-f36c26a1a96f	The contact center ID provisioned in Web Services and Applications. If you don't have this ID, see Get contact center ID from GWS.

Parameter	Variable	Type	Example	Notes
Tenant name	$tenantName	string	t1001	CUSTOMER_NAME that used in tenant service during deployment.

Create a user

Use Agent Setup to create a user with these properties:

- Make sure **Agent** is not checked.
- Set **Name**, **First Name**, **Last Name** and **Employee ID** to nexus.
- Set the password.
- Set the System Administrator and Superuser.
- Add the user to the Super Administrator, Administrator and User access groups in the **Member Of** tab.

Configure the Genesys Web Services application

Contact your Genesys representative to add the following configuration options for Web Services and Applications:

Enable Nexus UX

Section	Option name	Value
[NexusCommunication]	label	Communication
	url	https://$nexusURL/ux/comm?customername=$tenantName&ccid=$ccId
	sandbox	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-POPUPS,ALLOW-SAME-ORIGIN,ALLOW-DOWNLOADS
[NexusConversation]	label	Conversation
	url	https://$nexusURL/ux/conv?iid=$Interaction.Id$&customername=$tenantName&ccid=$
	sandbox	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW-POPUPS,ALLOW-SAME-ORIGIN,ALLOW-DOWNLOADS
[interaction-workspace]	workspace.web-content	NexusCommunication
	interaction.web-content	NexusConversation
	service-client-api.accepted-web-content-origins	*
	service-client-api.allow-full-api	true
	privilege.chat.can-place-on-hold-async	false

> **Important**
>
> When enabling the Conversation tab you must also add the Communication tab to ensure proper functionality of the solution. If you want to disable the Communication tab for your agents, you must hide it instead of removing it. To hide a tab, add the **mode** option with the value set to HIDDEN on either the NexusCommunication section or the NexusConversation section.

Configure the Universal Contact Server application

Contact your Genesys representative to add the following configuration options for Universal Contact Service:

> **Important**
>
> The following configuration is only applicable to UCS 8.5.x.

Enable Nexus UX

Section	Option name	Value
[index]	enabled	true
[index.contact]	enabled	true
	storage-path	

Update the Environment tenant

Contact your Genesys representative to add the following option for the Environment tenant:

Section	Option name	Value
[nexus]	url	$nexusURL

Create transactions

Use Agent Setup to create the following transactions in the Environment tenant:

- List 'NexusEndpoints'

- List 'NexusServices'

Create scripts

Contact your Genesys representative to create the following scripts in the Environment tenant:

asynchold queue

Property	Value
Name	asynchold
Type	Interaction Queue
Tenant	Environment
State enabled	checked

asynchold View script

General Tab

Property	Value
Name	asynchold/scheduled_view
Type	Interaction Queue View
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Namespace]	Name	scheduled_view
[View]	Condition	
	Order	
	Queue	asynchold
	scheduling-mode	scheduled-and-unscheduled
	freeze-interval	30

asynchold application script

General Tab

Property	Value
Name	asynchold.ER
Type	Enhanced Routing

Property	Value
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Application]	url	$nexusURL/scxml/redirect_queue.scxml

asynchold Submitter script

General Tab

Property	Value
Name	asynchold.IS
Type	Interaction Submitter
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Submitter]	View	asynchold/scheduled_view
	Strategy	asynchold.ER

undelivered queue

Property	Value
Name	undelivered
Type	Interaction Queue
Tenant	Environment
State enabled	checked

undelivered View script

General Tab

Property	Value
Name	undelivered/scheduled_view
Type	Interaction Queue View
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Namespace]	Name	scheduled_view
[View]	Condition	
	Order	
	Queue	undelivered
	scheduling-mode	scheduled-and-unscheduled

undelivered application script

General Tab

Property	Value
Name	undelivered.ER
Type	Enhanced Routing
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Application]	url	$nexusURL/scxml/ undelivered.scxml

undelivered Submitter script

General Tab

Property	Value
Name	undelivered.IS
Type	Interaction Submitter
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Submitter]	View	undelivered/scheduled_view
	Strategy	undelivered.ER

Create an SMS interaction subtype

Contact your Genesys representative to create the following Business Attribute Value in the "Interaction Subtype" Business Attribute:

Name	Display name	Description
SMS	SMS	The SMS text message. This interaction subtype is only required if you are using SMS.