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Digital Channels Private Edition Guide

Pre-configure tenant objects

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Learn how to configure your tenant resources for Digital Channels.

Related documentation:

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- [For private edition](#)

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-f36c26f11a9f | The contact center ID provisioned in Web Services and Applications. If you do not 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=\$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. |