

GENESYS

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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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RSS:

• 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	Туре	Example	Notes
Digital Channels FQDN URL	\$nexusURL	HTTPS URL string	https://nexus.mydon	The fully qualified domain name (FODN) for Digital Channels.
Contact center ID	\$ccld	string	578ec98e- f07c-46ad-9675-f36c	The contact center ID provisioned in Web Services and Applications. If you 20061ta94five this ID, see Get contact center ID from GWS.

Parameter	Variable	Туре	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	
	label	Communication	
[NexusCommunication]	url	https://\$nexusURL/ux/ comm?customername=\$tenantName&ccid=\$ccId	
	sandbox	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW- POPUPS,ALLOW-SAME-ORIGIN,ALLOW- DOWNLOADS	
	label	Conversation	
[NexusConversation]	url	https://\$nexusURL/ux/ conv?iid=\$Interaction.Id\$&customername=\$tenantNar	ime&cci
	sandbox	ALLOW-SCRIPTS,ALLOW-FORMS,ALLOW- POPUPS,ALLOW-SAME-ORIGIN,ALLOW- DOWNLOADS	
	workspace.web-content	NexusCommunication	
	interaction.web-content	NexusConversation	
[interaction-workspace]	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
[Index.contact]	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
Туре	Interaction Queue
Tenant	Environment
State enabled	checked

asynchold View script

General Tab

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

Annex Tab

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

asynchold application script

General Tab

Property	Value
Name	asynchold.ER
Туре	Enhanced Routing

Property	Value
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Application]	url	<pre>\$nexusURL/scxml/ redirect_queue.scxml</pre>

asynchold Submitter script

General Tab

Property	Value
Name	asynchold.IS
Туре	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
Туре	Interaction Queue
Tenant	Environment
State enabled	checked

undelivered View script

General Tab

Property	Value
Name	undelivered/scheduled_view
Туре	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
Туре	Enhanced Routing
Tenant	Environment
State enabled	checked

Annex Tab

Section	Property	Value
[Application]	url	<pre>\$nexusURL/scxml/ undelivered.scxml</pre>

undelivered Submitter script

General Tab

Property	Value
Name	undelivered.IS
Туре	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.