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Digital Channels Private Edition Guide

Provisioning overview

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Learn about the steps involved in provisioning Digital Channels Al Connector.

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Provisioning Al Connector webhook to Digital Channels

To receive and analyse chat messages, Al Connector functions as a webhook for interactions in Digital Channels. As Digital Channels is unaware of where Al Connector is available, register Al Connector with Digital Channels. This process includes two parts:

- 1. Verify Al Connector Webhook
- 2. Registering Webhook to Digital Channels

Verifying AI Connector webhook

Al Connector webhook is deployed at \${CONF.athena.server.apiPrefix}/agent-assist-chat/messages

Verifying the webhook returns the HTTP status code as **200** with status **PAYLOAD_SIGNATURE_CHECK_FAILED**

Registering webhook to Digital Channels

The webhook target name for Digital Channels is ai-connector

It is a one-time process (per contact center) required to ensure that the AI Connector webhook URL is known and trusted to Digital Channels service. For registering the AI Connector webhook, send a request with the admin-level access credentials to Digital Channels.

Request:

```
curl --request POST 'https://{nexusUrl}/nexus/v3/provisioning/
services/{ccid}/WebhookTransportTarget-ai-connector' \
--header 'Authorization: Bearer {accessToken}' \
--header 'Content-Type: application/json' \
--data '{
```

```
"url": "{AI Connector webhook URL}"
```