Digital Channels Private Edition Guide

Provisioning overview

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Contents

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

Related documentation:
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Provisioning AI Connector webhook to Digital Channels

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

1. Verify AI Connector Webhook

2. Registering Webhook to Digital Channels

Verifying AI Connector webhook

AI 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}"
}'
```