



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Digital Channels Private Edition Guide

Provisioning overview

12/17/2025

---

## Contents

- 1 Provisioning AI Connector webhook to Digital Channels
  - 1.1 Verifying AI Connector webhook
  - 1.2 Registering webhook to Digital Channels

---

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

### Related documentation:

- 
- 
- 
- 

### RSS:

- [For private edition](#)

## 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}"
```