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Digital Channels Private Edition Guide

Provisioning overview

12/24/2025

Contents

- 1 Auto tenant provisioning

Learn about the steps involved in provisioning Digital Channels.

Related documentation:

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- [For private edition](#)

After you configure and deploy Digital Channels, you must complete a number of provisioning steps to enable Digital Channels to work with other Genesys services.

1. Pre-configure tenant objects
2. Enable a tenant for Digital Channels
3. Provision API keys
4. Setting up Integration for Inbound and Outbound SMS (optional)
5. Setting up Integration for Outbound Email Campaigns (optional)