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Digital Channels Private Edition Guide

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Related documentation:

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RSS:

- [For private edition](#)

Digital Channels is a service available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about Digital Channels, its architecture, and how to support high availability and disaster recovery.

- [About Digital Channels](#)
- [Architecture](#)
- [High availability and disaster recovery](#)

Configure and deploy

Find out how to configure and deploy Digital Channels.

- [Before you begin](#)
- [Configure Digital Channels](#)
- [Deploy Digital Channels](#)
- [Upgrade, rollback, or uninstall Digital Channels](#)

Integrate and provision

Learn how to integrate with the tenant and provision API keys and SMS.

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- Provisioning overview
 - Pre-configure tenant objects
 - Enable a tenant for Digital Channels
 - Provision API keys
 - Setting up Integration for Inbound and Outbound SMS
 - Setting up Integration for Outbound Email Campaigns
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Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall IWD.

- Upgrade, rollback, or uninstall Digital Channels
-

Configure and deploy AI Connector

Find out how to configure and deploy AI Connector.

- About AI Connector
 - Before you begin
 - Configure AI Connector
 - Deploy
 - Provisioning overview
-

Observability

Learn how to monitor Digital Channels with metrics and logging.

- Observability in Digital Channels
 - Digital Channels metrics and alerts
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