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Intelligent Workload Distribution Private Edition Guide

Provision IWD

Contents

- 1 Provisioning via IWD API
 - 1.1 Create tenant request
 - 1.2 Parameters
 - 1.3 Delete tenant request
- 2 Manual provisioning

-
- Administrator

Learn how to provision IWD.

Related documentation:

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RSS:

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Important

Provisioning must be done after deploying IWD.

Workload Manager (UI) uses Roles. Agents must be assigned appropriate Roles.

All other provisioning is done through the tenant provisioning which can be performed manually or via IWD API.

Provisioning via IWD API

The following endpoints are available:

- POST /provisioning
- PUT /provisioning
- DELETE /provisioning/ccid

Currently, PUT and POST serve the same purpose.

Create tenant request

The following request assembles configurations for **GAPI**, **iWD**, and **iWDEmail** services, requested API keys provided in the **iwd.apiKeys** object, and provisions them in the Digital Channels database using Digital Channels API.

POST /iwd/v3/provisioning

BODY:

```
{
  "tenant": {
    "id": "100", #tenant id - needed for correct generation of apikeys
    "name": "t100", #tenant Name
    "ccid": "9350e2fc-a1dd-4c65-", #tenant CC id
    "apiKey": "049111b4-6cac-4e83-a7bf-37c057b45b0f", #IWD cluster API key from nexus
    "gws": {
      "gwsUrl": "http://gws-service-proxy.gws", #gws URL
      "data": {
        "authUrl": "http://gauth-auth.gauth", #gauth URL
        "authredircetUrl": "https://gauth.nlb01-uswest1.gcpe001.gencpe.net" #gws
        redirect URL
      },
      "secret": {
        "clientId": "iwd_client", #gws API client id
        "clientSecret": "secret", #secret
        "apikey": "none",
        "username": "nexus", #admin user in configserver
        "token": ";;pYV1lNWh0-" #admin user password
      }
    }
  },
  "iwd": {
    "url": "http://iwd.iwd:4024",
    "db": {
      #iwd DB details
      "host": "pgdb-dgt-postgresql.infra",
      "port": 5432,
      "database": "iwd-100",
      "user": "iwd-100",
      "password": "iwd-100",
      "ssl": false
    },
    "apiKeys": {
      "IWD_APIKEY_TENANT": "22552b96-8783-46a9-b0eb-075ddfa8893e", #New API key that
      needs to be provisioned for iwd
      "IWD_APIKEY_IWDDM": "d6b68a7b-12ed-4c3c-830d-215eecdd1a48" #New API key that
      needs to be provisioned for iwddm
    }
  },
  "iwdEmail": {
    "url": "N/A"
  }
}
```

Parameters

The following parameters are supported:

Parameter name	Datatype	Required	Description
tenant	object	true	Tenant to provision
tenant.name	string	true	Tenant name (GWS domain)
tenant.id	string	true	Short tenant ID

Parameter name	Datatype	Required	Description
tenant.ccid	string	true	GWS contact center ID
tenant.apikey	string	true	API key, issued by Digital Channels for a given tenant
iwd	object	true	IWD Service configuration
iwd.url	string	true	URL where IWD service is launched
iwd.db	object	true	IWD DB connection configuration
iwd.db.host	string	true	DB host
iwd.db.port	number	true	DB port
iwd.db.database	string	true	DB name
iwd.db.user	string	true	DB user
iwd.db.password	string	true	DB password
iwd.db.ssl	boolean	true	Use secure connection to DB or not
iwdEmail	object	true	IWD Email Service configuration
iwdEmail.url	string	true	URL where IWD Email service is launched, should be N/A
iwd.apiKeys	object	true	Tenant API keys for using various services
iwd.apiKeys.IWD_APIKEY_TENANT	string	true	Key for submitting API requests from customer
iwd.apiKeys.IWD_APIKEY_IWD	string	false	Required if you plan to deploy IWD Data Mart and use IWD reports

Response

The following success response is returned when the tenant is provisioned successfully:

```
{
  created: 'true'
}
```

As a result, the following records are created in the Digital Channels database:

- GAPI service with GWS API key, GWS client secret, GWS username, and token
- IWD service with default options, categories, filters, prioritization, and secret
- Email service with the default options and mailboxes
- API keys

An error is returned if any of the required parameters is missing.

Delete tenant request

The following request removes the specified tenant provisioning:

```
DELETE /iwd/v3/provisioning/ccid?[service=String || deleteTenant=Boolean]
```

Path parameters

Parameter name	Datatype	Required	Description
ccid	string	true	Contact Center id

Query parameters

A minimum of one parameter is mandatory.

Parameter name	Datatype	Required	Description
service	string	true (at least one)	Specific services names to be deleted from the database
deleteTenant	boolean		Flag to delete all tenant services from Digital Channels database

Delete tenant examples:

To delete the specified services from the Digital Channels database:

```
DELETE /iwd/v3/provisioning/ccid?service=iWD,iWDEmail
```

To delete all tenant services and tenant configuration from the Digital Channels database:

```
DELETE /iwd/v3/provisioning/ccid?deleteTenant=true
```

Manual provisioning

Example:

```
curl 'http://iwd.iwd:4024/iwd/v3/provisioning' \  
-H 'Content-Type: application/json; charset=utf-8' \  
-H 'x-api-key: ed99c91d-dd18-4c96-af8e-86f8e8105bc4' \  
--data '{"tenant":{"id":"100",  
"name":"t100","ccid":"d846c51e-1fe8-4118-bf32-cf0b4ef29032","apiKey":"22552b96-8783-46a9-b0eb-075ddfa8893e"},"i  
rw.infra.svc.cluster.local","port":5432,"database":"iwd","user":"iwd","password":"iwd","ssl":false},"apiKeys":{"  
A"}}'
```