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Universal Contact Service Private Edition Guide

Provision UCS

5/31/2023

Contents

- 1 Tenant provisioning
- 2 Configure WWE (Workspace API) to consume UCSX service
- 3 Validate the provisioning
 - 3.1 curl requests
- 4 Managing Tenants

-
- Administrator

Learn how to provision Universal Contact Service (UCS).

Related documentation:

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RSS:

- [For private edition](#)

UCS provisioning is executed automatically during deployment procedure.

Tenant provisioning

1. Create and configure a **values-override.yaml** file:

```
# * Images
# Replace for your values: registry and secret
image:
  pullPolicy: IfNotPresent
  pullSecrets: [name: ]
  registry:
  repository: deploy_ucsx

# * Command
# "register_ucsx_tenant" or "unregister_ucsx_tenant"
command: "register_ucsx_tenant"

# * Tenant info
tenant:
  id: ""
  ccid: ""

# * UCSX configuration
ucsx:
  addr: ":8500"
  restaddr: "http://:8080"

# * K8s secret and configmap
configNameBase: ucsx-config
secretNameBase: ucsx-secret

# * Authentication
# Set your values.
gauth:
  auth:
    url: "http://"
    # regions:
```

```

    clientId: ""
    clientSecret: ""
env:
  url: "http://"
# * DB Parameters
# Set your values.
db:
  ssl: ""
  name: ""
  host: ""
  port: ""
  user: ""
  password: ""

# * WWE
# wwe: {}
wwe:
  skipRegistration: 'true'

# * Pod configuration
podSecurityContext: {}

securityContext: {}

nodeSelector: {}
priorityClassName: ''
keepPod: true

```

2. Install the tenant using the ucsx-addtenant Helm chart:

```
helm install ucsx-addtenant- ucsxhelmrepo/ucsx-addtenant --version= --namespace=ucsx --wait --
timeout 300s -f values-override.yaml
```

Configure WWE (Workspace API) to consume UCSX service

If the `wwe: skipRegistration` values is set as `true` in the Helm chart,

1. Get a bearer token from the GAUTH service:

```
curl -X POST "https:///auth/v3/oauth/
token?grant_type=client_credentials&client_id=&client_secret="
```

2. Get the current settings of Workspace API.

```
curl -X GET "https:///environment/v3/contact-centers//settings" -H "Authorization: Bearer "
-H "Content-Type: application/json"
```

3. Configure the Workspace API to consume UCSX service.

```
curl -X POST "https:///environment/v3/contact-centers//settings"
-H "Authorization: Bearer "
-H "Content-Type: application/json"
--data-raw '{
  "data":
    {"name": "workspace-service.ucsservice-uri",
     "location": "/",
     "value": "http://",
```

```
    "shared":false }  
  }'
```

4. Configure CORS.

```
curl -X POST "https://environment/v3/cors"  
-H "Authorization: Bearer "  
-H "Content-Type: application/json"  
--data-raw '{  
  "data":  
    {  
      "origin": "https://",  
      "contactCenterId": ""  
    }  
}'
```

Validate the provisioning

To check the logs:

```
kubectl get pods ucsx  
kubectl logs -pod-id>
```

curl requests

To get a bearer token:

```
curl -X POST "https://auth/v3/oauth/  
token?grant_type=client_credentials&client_id=&client_secret="
```

To get a cluster version:

```
curl --request POST http://ucs/v3/rest/request/get-version -H "Authorization: Bearer " -H  
"Content-Type: application/json"
```

To get the tenant information:

```
curl -X GET http://ucs/v3/config/tenants -H "Authorization: Bearer " -H 'Content-Type:  
application/json'
```

To show the tenant information using the `cmxctrl` command from the `ucsx` pod:

```
cmxctrl -g info
```

Managing Tenants

To unregister a tenant:

```
helm install ucsx-addtenant- ucsxhelmrepo/ucsx-addtenant --version= --namespace=ucsx --wait --  
timeout 300s --set command=unregister_ucsx_tenant -f values-override.yaml
```

To uninstall a Helm chart:

```
helm uninstall ucsx-addtenant- --namespace=ucsx
```

To delete a tenant using the `cmxctrl` command from the ucsx pod:

```
cmxctrl rm -g
```