Universal Contact Service Private Edition Guide

Provision UCS

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- Administrator

Learn how to provision Universal Contact Service (UCS).

Related documentation:
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-
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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 usingthe `cmxctrl` command from the ucsx pod:

```
cmxctrl rm -g
```