User's Guide

Configuring Tenancy

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Configuring Tenancy

Steps to configure tenancy (single-tenancy and multi-tenancy).

Contents

Configuring Single-Tenancy

To configure a single tenant for your Context Services application:

1. Edit your Context Services application with Configuration Manager or with Genesys Administrator.

2. In the Tenants tab, click Add to select your tenant.
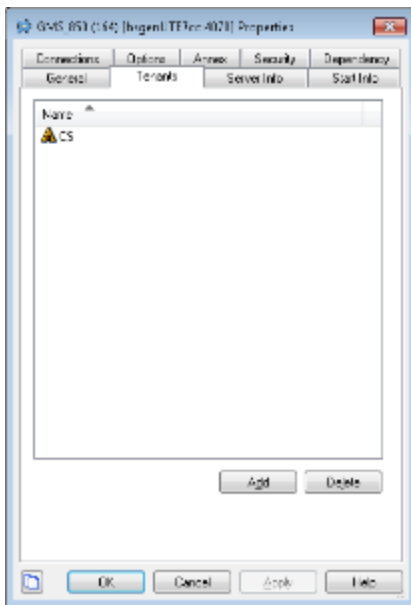
> **Important**
>
> If you configure a single tenant:
>
> - The configuration for the business-attributes section is compatible with the former 8.1 UCS configuration.
>
> - Do not modify your application to use the additional HTTP headers available for multi-tenancy. By default, Context Services uses the tenant ID defined in your Tenants tab.
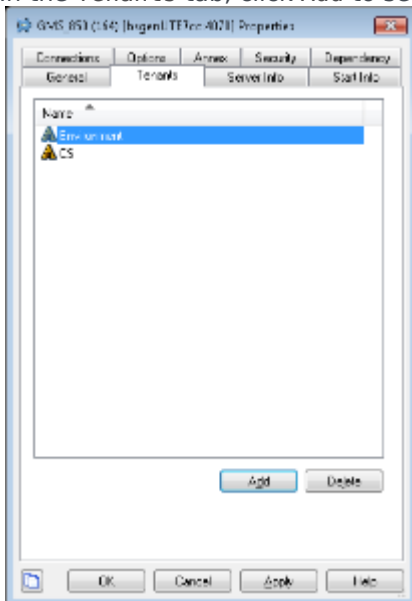
Configuring Multi-Tenancy

To configure multiple tenants for your Context Services application:

> ### Important
> This feature is available for Context Services applications only.

1. Edit your Context Services application with Configuration Manager or with Genesys Administrator.

2. In the Tenants tab, click Add to select your tenants.

3. For each tenant, define the associated `business-attributes.<tenantID>` section. For example, the `business-attributes.CS` section below defines the configuration for the CS tenant.
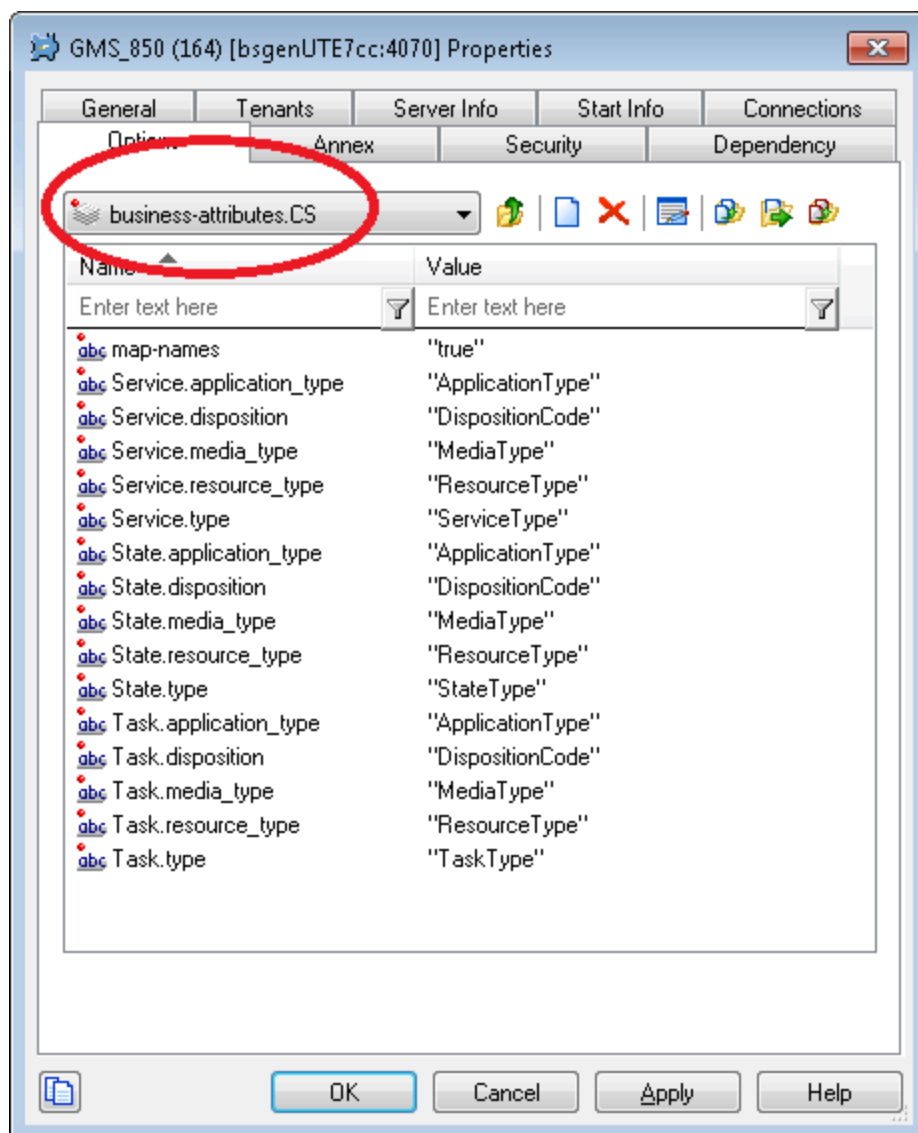
Adding ContactCenterId and GroupId HTTP headers

In order to support multi-tenancy and business units, your Context Services queries need to include additional HTTP headers:

- `ContactCenterId` contains the Tenant DBID or the Tenant Name that you set in your configuration..

- `GroupId` contains an optional business unit name.

> **Important**
> You must make sure that you provide these IDs in HTTP headers, not as part of the

JSON Body content.

If your request does not include these headers, the Context Services handles the request in single-tenant mode and uses the provisioned tenant ID with no business unit name of your Context Service application.

Read also Configuring Tenancy.

ContactCenterId Errors

If you provide an incorrect `ContactCenterId` string, your application receives the following error message:

```
{
    "message": "Invalid tenant specified : specified tenant in HTTP header
'ContactCenterId'='wrong value' not configured. Verify configuration.",
    "exception":
"com.genesyslab.gsg.services.contextservices.exceptions.ContextServicesExceptionResource"
}
```

If you do **not** provide the `ContactCenterId` string in a multi-tenant configuration, the error message is:

```
{
    "message": "Invalid tenant specified : no tenant specified in multi-tenant environment.
Verify configuration and 'ContactCenterId' HTTP header.",
    "exception":
"com.genesyslab.gsg.services.contextservices.exceptions.ContextServicesExceptionResource"
}
```