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Deployment Guide

Automatic Provisioning

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Contents

- **1 Automatic Provisioning**
 - 1.1 Overview
 - 1.2 Created (or Corrected) Objects
 - 1.3 Running the Provisioning Tool

Overview

You can create all the configuration information related to Genesys Web Engagement in Configuration Server by running the Provisioning Tool, located in the **tools\provisioning** directory. The tool is run automatically as part of the installation process, but you can also **run the tool** to modify your configuration information after Genesys Web Engagement is installed. Typically, you need to do this as part of the **Updating the Backend Server Application** procedure when you are **Deploying and Configuring the Genesys Web Engagement Cluster**.

Created (or Corrected) Objects

The Provisioning Tool connects to Configuration Server and reads the configuration for the Web Engagement applications. It creates Genesys objects used by the Web Engagement Servers and edits the configuration files required to launch the Web Engagement Servers.

The following objects are created or corrected when you run the Provisioning Tool:

Agent Groups

Provisioning creates two "default" Agent Groups: Web Engagement Chat and Web Engagement Voice. These groups are used in the default engagement and chat routing strategies provided by Genesys Web Engagement. They are also used to provide input for the pacing algorithm.

Location in Genesys Administrator: **Provisioning > Accounts > Agent Groups**

Important

Provisioning does not create Agent objects, so make sure you add agents to your new Agent Groups after running the tool.

Categories

Genesys Web Engagement includes two out-of-the-box sample applications: Genesys and Playground. Provisioning creates category objects to support these applications:

- Genesys sample application — Categories start with the **genesys-** prefix.
- Playground sample application — categories start with the **PlayGround-** prefix.

Location in Genesys Administrator: **Provisioning > Routing/eServices > Business Attributes > Web Engagement Categories > Attributes Values**

Interaction Queues

Provisioning creates Interaction Queue objects that serve as the entry points for the Engagement Logic SCXML strategy and the Chat Routing SCXML strategy. Provisioning also creates Interaction Queues to support real-time reporting using CCPulse templates. Provisioning creates the following queues:

- Engagement Logic SCXML strategy (and also for real-time reporting): `Webengagement_Qualified`
- Chat Routing SCXML strategy: `Webengagement_Chat`
- Real-time reporting:
 - `Webengagement_Qualified` (also used as the entry point for the Engagement Logic SCXML strategy)
 - `Webengagement_Engaged`
 - `Webengagement_Accepted`
 - `Webengagement_Rejected`
 - `Webengagement_Timeout`
 - `Webengagement_Failed`

Location in Genesys Administrator: **Provisioning > Routing/eServices > Interaction Queues (or Environment > Scripts)**

Interaction Queue Views

For each Interaction Queue object the Provisioning Tool creates, it also creates an Interaction Queue View object. Provisioning creates the following Interaction Queue View objects:

- `Webengagement_Qualified.EngagementLogic.View`
- `Webengagement_Chat.ChatRouting.View`
- `Webengagement_Engaged.Clean`
- `Webengagement_Accepted.Clean`
- `Webengagement_Rejected.Clean`
- `Webengagement_Timeout.Clean`
- `Webengagement_Failed.Clean`

Location in Genesys Administrator: **Provisioning > Environment > Scripts**

Enhanced Routing objects

Provisioning creates a set of Enhanced Routing objects to work with the previously created Interaction Queues.

- The `Webengagement_Qualified.Routing` object is used to provide the Engagement Logic SCXML strategy for Orchestration.
- The `Webengagement_Chat.Routing` object is used to provide the Chat Routing SCXML strategy for

Orchestration.

The tool also creates the following Enhanced Routing objects, which are used for cleaning purposes (for example, to clean interactions that for some reason were stuck in one of the statistical-related Interaction Queues):

- Webengagement_Engaged.Routing
- Webengagement_Accepted.Routing
- Webengagement_Rejected.Routing
- Webengagement_Timeout.Routing
- Webengagement_Failed.Routing

Location in Genesys Administrator: **Provisioning > Routing/eServices > Orchestration (or Environment > Scripts)**

Case Data

Provisioning creates a pair of attributes under Case Data Business Attribute to support functionality in the Genesys Web Engagement Plug-in for Interaction Workspace.

Important

Provisioning only adds attributes to existing Case Data Business Attribute, but does not create the attribute if it is absent. The Case Data Business Attribute should be created during the Interaction Workspace installation process.

The tool creates the following attributes:

- WebEngagement.CurrentWebPage (display name is Current Web Page)
- WebEngagement.EngagementStartPage (display name is Engagement Start Page)

Location in Genesys Administrator: **Provisioning > Routing/eServices > Business Attributes > Case Data > Attributes Values**

Genesys Chat Server application

Provisioning corrects the Chat Server application connected to the Backend Server application. It creates an option in the **[endpoints:Backend Tenant ID]** section of the Chat Server application with the following value:

- Option name: **webme**
- Option value: Webengagement_Chat

Important

The connection to the Chat Server application does not have to be direct - it can be through a Genesys application with the type Application Cluster. See [Configuring a Connection to a Cluster of Chat Servers \(Optional\)](#) for details.

Location in Genesys Administrator: **Provisioning > Environment > Applications**

Genesys Stat Server application

Provisioning adds some statistics and filters into the options of the Stat Server application connected to the Backend Server application.

If absent, the following statistics are added:

- Chat_Current_In_Queue
- Chat_Current_Waiting_Processing_In_Queue
- Chat_Total_Entered_Queue
- Webcallback_Current_In_Queue
- Webcallback_Current_Waiting_Processing_In_Queue
- Webcallback_Total_Entered_Queue
- Webengagement_Total_Entered_Queue
- Webengagement_Total_Moved_From_Queue

If absent, the following filters are added:

- Webengagement_chat_filter
- Webengagement_filter
- Webengagement_voice_filter
- Webengagement_rule_TEMPLATE

Location in Genesys Administrator: **Provisioning > Environment > Applications**

Genesys Web Engagement Backend Server application

- The `wes.connector.chatServer.queueKey` in the `[service:wes]` section is populated with the *Backend Tenant ID:webme* value. For example, `1:webme`. This change is paired with changes in the connected Chat Server.

Location in Genesys Administrator: **Provisioning > Environment > Applications**

Running the Provisioning Tool

Prerequisites

- The configuration applications for the Web Engagement servers are created in Configuration Server.
- The connections for the Backend Server application include the Frontend Server, Chat Server (or an Application Cluster object which contains a connection to Chat Server), Interaction Server, Orchestration Server, and the Stat Server applications.
- The connections for the Frontend Server application include the Backend Server.
- If you are using Genesys Generic Server templates, you have a **webengagement** section created in the annex for the Backend and Frontend server applications and the **type** option is set to:
 - backendserver for the Backend Server
 - frontendserver for the Frontend Server

See [Configuring the Frontend Server Application](#) and [Configuring the Backend Server Application](#) for details.

Start

1. Navigate to the Web Engagement installation directory and open the **tools\provisioning** folder.
2. To launch provisioning, open a Windows Command Prompt (**cmd.exe**).
3. If this is your first time running the Provisioning Tool, type: `webengagement_provisioning.bat -host Configuration Server host name or IP address -port Configuration Server port -user user -password password -app Application name for Web Engagement Frontend Server`

Important

User and password options may be optional, according to your Configuration Server settings.

If this is *not* your first time running the Provisioning Tool, use the overwrite option. In overwrite mode, the provisioning tool replaces old objects with new objects. Already existing GWE-specific objects will be removed and new objects will be created instead. You will lose any changes you made manually on GWE-specific objects. `webengagement_provisioning.bat -host Configuration Server host name or IP address -port Configuration Server port -user user -password password -app-overwrite`

Important

User and password options may be optional, according to your Configuration Server settings.

4. The provisioning script starts. If the provisioning is successful, the following message is displayed:
Provisioning script successfully finished his work

End