

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Deployment Guide

Authentication

Authentication

Contents

- 1 Authentication
 - 1.1 Configuring Authentication in the Web Engagement Server
 - 1.2 Configuring Authentication in Interaction Workspace
 - 1.3 Configuring Authentication in the Default Engagement Strategy

You can enable secure communications with the History REST API by completing the procedures below to implement authentication. If you do enable authentication, then all the clients of the API must use the authentication scheme and credentials. Two common clients of the API are the Genesys Web Engagement Plug-in for Interaction Workspace and the Engagement Strategy. See "Configuring Authentication in Interaction Workspace" and "Configuring Authentication in the Engagement Strategy" for details.

Configuring Authentication in the Web Engagement Server

Complete the steps below to enable authentication for the History REST API.

Start

- 1. In Genesys Administrator, navigate to **Provisioning > Environment > Applications**, select the Genesys Web Engagement Server application, and click **Edit...**.
- 2. Click the **Options** tab and scroll down to the **[security]** section.
- 3. Set the following options:
 - auth-scheme
 - user-id
 - password
- 4. Click Save & Close.

End

Configuring Authentication in Interaction Workspace

If you enable authentication for the History REST API and use the Genesys Web Engagement Plug-in for Interaction Workspace, then you must complete the steps below to enable authentication for the plug-in.

Prerequisites

• You completed "Configuring Authentication in the Web Engagement Server".

Start

- In Genesys Administrator, navigate to **Provisioning > Environment > Applications**, select the Interaction Workspace application, and click **Edit...**.
 Note: Before configuring the authentication options, be sure to read about each option to help determine the correct values for your deployment:
 - auth-scheme
 - user-id

password

- 2. Click the options tab and then click **New**.
- 3. In the **New Option** window, configure the following:
 - a. Set **Section** to gwe:security
 - b. Set **Name** to auth-scheme
 - c. Set **Value** to your authentication scheme. For example, Basic.

ocation:	Options 👻
Section:	gwe:security
Name:	auth-scheme
Value:	Basic

- d. Click OK
- 4. Complete steps a-d to configure the remaining security options:

Section	Name	Value	
gwe:security	user-id	Your user ID.	
gwe:security	password	Your user password.	

Your configuration options for Interaction Workspace should now have a new section for the Genesys Web Engagement security options:

	InteractionWorkspace - \Applicati	ions\					
×	Cancel 🚽 Save & Close 🚽 Save 🚽 S	Save & New 🛛 👼 Reload 🛛	Uninstall	📫 Start 📓	Stop 💦 Graceful	Stop	
С	onfiguration Options	Permissions	Depend	lencies	Alarms	Logs	
1	New 🙀 Delete ځ Export 주 Import				View: A	dvanced View	
	Name 🔺	Sectio	n	Option	Va	lue	
T	Filter	Filter		Filter	Filt	er	
3 9	gwe:security (3 Items)						
	gw e:security/auth-scheme	gw e:s	ecurity	auth-sche	eme Ba	Basic	
	gw e:security/passw ord	gw e:s	ecurity	passw or	d •••		
	gw e:security/user-id	gw e:s	ecurity	user-id	api	userid	

New security options for Genesys Web Engagement.

5. Click Save & Close.

End

Configuring Authentication in the Default Engagement Strategy

Complete the steps below to add security credentials to the default SCXML strategy to support authentication for the REST API.

Prerequisites

- You completed "Configuring Authentication in the Web Engagement Server".
- Your SCXML strategy uses the REST API. See Customizing the Engagement Strategy for details.

Start

- 1. Open the Engagement Logic strategy in Composer.
- 2. Open default.workflow.
- 3. Find and set your user and password credentials in the list of properties at the Entry point (Start).
- 4. Regenerate the SCXML and follow the Web Engagement application deployment procedure.

End

Next Steps

• Return to the Genesys Web Engagement Security page.