GENESYS™

Web Services and Applications Deployment Guide

Configuring and enabling Web Services features

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You can configure the following Web Services features:

- Reporting with Statistics
- Elasticsearch
- Chat and email conference and transfer through a queue
- Contact availability
- Agent Group availability (for Voice only)

Some features are enabled by default. Other features, such as eService features, are disabled and you can enable the features that are applicable for your deployment. For more information, see Enable features in the Feature Definition file.

> ## Important
> Feature configuration is not required for OCX ONLY deployments.

Next step

- Configuring security