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Web Services and Applications Deployment Guide

Configuring and enabling Web Services features

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Configuring and enabling Web Services features

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](#)