GENESYS™

Web Services and Applications Deployment Guide

Feature Configuration

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Contents

Feature Configuration

Each contact center that is created in Workspace Web Edition & Web Services is assigned a set of features. A feature represents a set of functionality that can be enabled or disabled for each contact center. Workspace Web Edition & Web Services provides APIs that enable clients to read the list of features that are assigned to a contact center and then show or hide UI elements according to what is specified. New features can also be assigned to or removed from contact centers after creation.

Supported Features

The following features are currently supported. If a feature is marked "assigned by default" all contact centers have this feature assigned. **Note:** Default features cannot be unassigned at this time.

Name	Description	Assigned by default
api-provisioning-read	General provisioning read	Y
api-provisioning-write	General provisioning write	Y
api-voice	API for the voice channel	Y
ui-supervisor-provisioning-routing	UI to provision routing	Y
ui-supervisor-provisioning-skill	UI to provision skills	Y
ui-supervisor-provisioning-user	UI to provision users	Y
ui-supervisor-recording	UI to view call recordings	Y
ui-supervisor-reporting	UI to view contact center statistics	Y
api-multimedia	API for non-voice channels	N
api-supervisor-recording	API For Call Recording Supervisor	Y
api-supervisor-monitoring	API For Supervisors to Monitor Agents	N
api-supervisor-agent-control	API For Supervisors to Control Agent States	N

Feature Assignment for New Contact Centers

When a new contact center is created, it is automatically assigned a default set of features. If the Workspace Web Edition & Web Services configuration is unmodified, the contact center features are assigned according to the table in the previous section.

> ### Important
>
> Features that are assigned to contact centers by default **cannot** be removed using the API. To change the default set of features for contact centers, a custom `feature-definitions.json` file must be included as described in the next section.

Changing the Default Feature Assignments

To change the default set of features, you must create a `feature-definitions.json` file and add it to the `config.path` folder. When a custom configuration is included, it changes the default features for all contact centers even after they are created. It is important that all Workspace Web Edition & Web Services nodes in a cluster share the same feature configuration.

The following sample `feature-definitions.json` removes the two features that are related to call recording from the default features.

```
[

{
    "id":"api-provisioning-read",
    "displayName":"API Provisioning Read",
    "description":"General provisioning read",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"api-provisioning-write",
    "displayName":"API Provisioning Write",
    "description":"General provisioning write",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"api-voice",
    "displayName":"Voice API",
    "description":"API for Voice",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"ui-supervisor-provisioning-routing",
    "displayName":"UI Supervisor Provisioning For Routing",
    "description":"Routing Provisioning UI",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"ui-supervisor-provisioning-skill",
    "displayName":"UI Supervisor Skill Provisioning",
    "description":"UI Supervisor Skill Provisioning",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"ui-supervisor-provisioning-user",
```

```
    "displayName":"UI Supervisor Provisioning User",
    "description":"UI Supervisor Provisioning User",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"ui-supervisor-recording",
    "displayName":"UI Supervisor Recording",
    "description":"UI For Call Recording Supervisor",
    "autoAssignOnContactCenterCreate": false
},

{
    "id":"api-supervisor-recording",
    "displayName":"API Supervisor Recording",
    "description":"API For Call Recording Supervisor",
    "autoAssignOnContactCenterCreate": false
},

{
    "id":"ui-supervisor-reporting",
    "displayName":"UI Supervisor Reporting",
    "description":"UI For Reporting Supervisor",
    "autoAssignOnContactCenterCreate": true
},

{
    "id":"api-multimedia",
    "displayName":"Multimedia API",
    "description":"API for Multimedia",
    "autoAssignOnContactCenterCreate": false
}
]
```

After making this change, call recording functionality is unavailable.

API Samples

Listing All Supported Features

Request:

```
GET http://localhost:8080/api/v2/ops/features
```

Response:

```
{ "statusCode" : 0,
  "uris" : [ "http://localhost:8080/api/v2/system/features/api-voice",
     "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-user",
     "http://localhost:8080/api/v2/system/features/api-provisioning-write",
     "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-routing",
     "http://localhost:8080/api/v2/system/features/ui-supervisor-reporting",
     "http://localhost:8080/api/v2/system/features/ui-supervisor-recording",
     "http://localhost:8080/api/v2/system/features/api-supervisor-recording",
     "http://localhost:8080/api/v2/system/features/api-provisioning-read",
     "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-skill",
```

```
        "http://localhost:8080/api/v2/system/features/api-multimedia"
    ]
}
```

Review Features Assigned to a Contact Center

Request:

```
GET http://localhost:8080/api/v2/ops/contact-centers
```

Response:

```
{ "statusCode" : 0,
  "uris" : [ "http://localhost:8080/api/v2/ops/contact-centers/
95c81988-b435-48b2-8046-ff7b7e11e524",
      "http://localhost:8080/api/v2/ops/contact-centers/8fd8e342-3e25-4224-a485-bf4533e0e2bf"
    ]
}
```

Request:

```
GET http://localhost:8080/api/v2/ops/contact-centers/95c81988-b435-48b2-8046-ff7b7e11e524/
features
```

Response:

```
{ "statusCode" : 0,
  "uris" : [ "http://localhost:8080/api/v2/system/features/api-voice",
      "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-user",
      "http://localhost:8080/api/v2/system/features/api-provisioning-write",
      "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-routing",
      "http://localhost:8080/api/v2/system/features/ui-supervisor-reporting",
      "http://localhost:8080/api/v2/system/features/ui-supervisor-recording",
      "http://localhost:8080/api/v2/system/features/api-supervisor-recording",
      "http://localhost:8080/api/v2/system/features/api-provisioning-read",
      "http://localhost:8080/api/v2/system/features/ui-supervisor-provisioning-skill"
    ]
 }
```