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Web Services and Applications Deployment Guide

Feature Configuration

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Feature Configuration

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Workspace Web Edition & Web Services provides a number of features that can be enabled or disabled by including a custom `feature-definitions.json` file in the main configuration folder. All Workspace Web Edition & Web Services nodes in a cluster must share the same feature configuration.

Supported Features

The following features are currently supported.

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
api-voice-recording	API for Voice Recording	N
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
api-supervisor-recording	API for call recording supervisor	Y
api-supervisor-agent-control	API for supervisors to control agent states	N
api-supervisor-monitoring	API for supervisors to monitor agents	N
ui-supervisor-reporting	UI to view contact center statistics	Y
api-multimedia	API for non-voice channels	N
api-mobile-push-notifications	API for Mobile push notification support	N
ui-supervisor-add-user	UI for supervisors to create users	N
ui-supervisor-edit-user	UI for supervisors to edit users	N

Creating a Custom Feature Configuration File

Start of Procedure

1. Create a file called `feature-definitions.json`.
2. Copy the following text and paste it into the `feature-definitions.json` file:

```
[
{
  "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": "api-voice-recording",
    "displayName": "Voice API Recording",
    "description": "API for Voice Recording",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "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": true
  },
  {
    "id": "api-supervisor-recording",
    "displayName": "API Supervisor Recording",
    "description": "API For Call Recording Supervisor",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-supervisor-agent-control",
    "displayName": "API Supervisor Agent Control",
```

```
    "description": "API For Supervisors to Control Agent State",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-supervisor-monitoring",
    "displayName": "API Supervisor Monitoring",
    "description": "API For Supervisors to Monitor Agents",
    "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
  },
  {
    "id": "api-mobile-push-notifications",
    "displayName": "Mobile Push Notifications API",
    "description": "API for Mobile push notification support",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "ui-supervisor-add-user",
    "displayName": "UI Supervisor Add User",
    "description": "UI For Supervisors to Create Users",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "ui-supervisor-edit-user",
    "displayName": "UI Supervisor Edit User",
    "description": "UI For Supervisors to Edit Users",
    "autoAssignOnContactCenterCreate": true
  }
]
```

3. To enable a feature, change the value of the "autoAssignOnContactCenterCreate" property to true for that feature. To disable a feature, set the property to false.
4. Save your changes and close the file.
5. Copy the feature-definitions.json file to the configuration folder for each Workspace Web Edition & Web Services node in your solution. For example, \$JETTY_HOME/genconfig/feature-definitions.json.

Important

If the Workspace Web Edition & Web Services node is running, logged in users will

not see the feature configuration changes until they start a new session.

End of Procedure