



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.

Web Services and Applications Deployment Guide

Enabling features in the Feature Definitions file

4/12/2025

Enabling features in the Feature Definitions file

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.

The Feature Definitions file contains a list of features that are available for your contact center. By default, all data access APIs and all voice-related functionality is enabled. Therefore, for most voice-only deployments, you do not need to make any changes to the Feature Definitions file.

Procedure

1. Locate the **feature-definitions.json** file, which is located in the **config-templates** folder.
2. Move the file to the **GWS_CONF** folder and then open the file.
3. For each feature that you want to enable, set the **autoAssignOnContactCenterCreate** flag to true.
4. Save the file.

In the following example, the Facebook API is enabled and GWS will attempt to connect to the interaction server

```
{ "id": "api-multimedia-facebook", "displayName": "Multimedia Facebook API",  
  "description": "API for Multimedia Facebook", "autoAssignOnContactCenterCreate": true }
```

Sample Feature Definitions 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-predictive-calls",  
    "displayName": "Voice API - Predictive calls",
```

```
    "description": "Enables predictive calls for a contact center",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-voice-outbound",
    "displayName": "Voice API Outbound",
    "description": "API for Outbound",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-supervisor-agent-control",
    "displayName": "API Supervisor Agent Control",
    "description": "API for Supervisors to Control Agent State",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-supervisor-monitoring",
    "displayName": "API Supervisor Monitoring",
    "description": "API for Supervisors to Monitor Agents",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-multimedia-chat",
    "displayName": "Multimedia Chat API",
    "description": "API for Multimedia Chat",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-multimedia-email",
    "displayName": "Multimedia Email API",
    "description": "API for Multimedia Email",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-multimedia-facebook",
    "displayName": "Multimedia Facebook API",
    "description": "API for Multimedia Facebook",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-multimedia-twitter",
    "displayName": "Multimedia Twitter API",
    "description": "API for Multimedia Twitter",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-multimedia-workitem",
    "displayName": "Multimedia Workitem API",
    "description": "API for Multimedia Workitem",
    "autoAssignOnContactCenterCreate": false
  },
  {
    "id": "api-user-account-management-email",
    "displayName": "User Account Management via Email",
    "description": "API for account management via email",
    "autoAssignOnContactCenterCreate": true
  },
  {
    "id": "api-devices-webrtc",
    "displayName": "WebRTC Support",
    "description": "API for WebRTC provisioning",
    "autoAssignOnContactCenterCreate": true
  },
},
```

```
{
  "id": "api-ucs-voice",
  "displayName": "Support UCS for voice",
  "description": "For support contact center in voice",
  "autoAssignOnContactCenterCreate": false
},
{
  "id": "api-voice-instant-messaging",
  "displayName": "API Voice Instant Messaging",
  "description": "API for Internal Agent-to-Agent Chat",
  "autoAssignOnContactCenterCreate": true
},
{
  "id": "api-platform-configuration-read",
  "displayName": "Platform Configuration API - read",
  "description": "Low-level configuration API",
  "autoAssignOnContactCenterCreate": true
},
{
  "id": "api-platform-configuration-write",
  "displayName": "Platform Configuration API - write",
  "description": "Low-level configuration API",
  "autoAssignOnContactCenterCreate": true
}
]
```