

To use the Writer product in Creatio, you can get an action:

1. Install the Writer package into the Creatio system using the «**Application hub**»

SELECT TEMPLATE

RECORDS & BUSINESS PROCESSES
Manage data records and business processes

DASHBOARDS
Visualize analytics

MARKETPLACE POWERED
Install a ready-to-go app from our Marketplace

INSTALL FROM FILE
Install a ready-to-go app from a file

CUSTOM
Create your perfect design from scratch

CUSTOMER 360
Build a 360-degree view of your customers and personalize their engagement journeys

2. Go to **system settings**

System setup

- Languages
- Translation
- Lookups
- System settings**
- Report setup
- Section wizard
- ML models
- Detail wizard
- Mobile application wizard

3. Filter by code «**%ITS**».

Code X

4. Edit the following **settings**:

- *ITSChatApiUrl*
- *ITSKBApiUrl*
- *ITSLogin*
- *ITSPassword*
- *ITServerToServerApiUrl*
- *ITSWriterApiUrl*

- 4.1 In **ITSChatApiUrl** for the default value parameter, specify the server **domain** where the writer is located. For example:

Name*

Type*

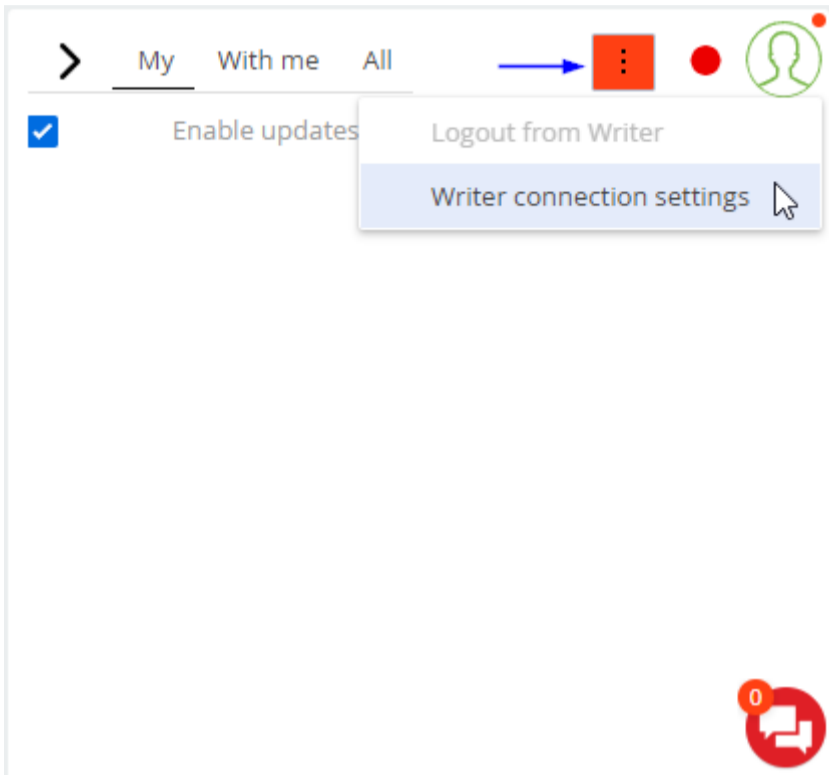
Default value

- 4.2 In **ITSKBApiUrl** for the default value parameter, specify the server **domain** where the writer is located
- 4.3 In **ITSWriterApiUrl** for the default value parameter, specify the server **domain** where the writer is located

- 4.4 In **ITSServerToServerApiUrl** for the default value parameter, specify the server **domain** where the writer is located
- 4.5 In **ITSLogin** for the default value parameter specify the login of the main **supervisor** from the recording system. For example:

Name*	ITSLogin
Type*	Text (500 characters)
Default value	my_supervisor_from_writer

- 4.6 In **ITSPassword** for the default value parameter specify the login of the main **supervisor** from the recording system
5. In order for the operator to be able to work in the system, log in using the account from the writer.



6. **Congratulations, you can now use the system!**