Request a Production Tenant

Tenants are required in order to set up your system. While sandbox tenants can be created from Dev Center, you must request pre-production, performance test and production tenants from .

The below inputs are required to request a performance test, pre-production or production tenant.

General Information

Provide the following information with your support request:

- Partner Name
- Client/Brand Name
- Dev Account Name
- Account ID
- Planned Go Live Date

Environment & Tenant Information

Provide the following environment and tenant details.

Cloud Infrastructure

Indicate which cloud infrastructure you prefer to use:

- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)

Environment

This is also known as the **Prod** or **Scale Unit,** and can be:

- stg1 (pre-prod)
- stg2 (performance testing)
- tp[1-4] (standard tenant)
- tp5 (search tenant)
- euw1 (Europe-based tenant)

Tenant Type

This is also known as the **Unified Tenant Type** and refers to the products you are using, which can be any of these scenarios:

- EcommOnly
- EcommPlusOms
- OmsOnly
- CurbsideOnly
- Search
- HeadlessEcommOnly
- HeadlessEcommPlusOms
- HeadlessOmsOnly

Tenant Region

Indicate whether your tenant region is in the US or EU.

Tenant to Mirror

Provide the Tenant ID to mirror for both Pre-Prod and Sandbox. Make an API call to GET Tenant by ID and include the response for this tenant.

Functional Information

Also provide details regarding specific feature opt-ins, tenant defaults, and applications.

Opt-In Options

Specify whether or not you want to use the below features, which Kibo will set accordingly in your tenant attributes:

- Ability to Self-Certify Themes and Apps
- Catalog Disabled
- Order Routing Extensibility Enabled
- Subscriptions
- Supported Custom Extensions (which also determines if you can use custom applications)
- API Transform (only required for tenant upgrades where the tenant is using legacy OMS API paths)

Default Locale Code

Indicate the default locale code to use when creating the tenant's first master catalog, such as "en-US."

Default Currency Code

Indicate the default currency code to use when creating the tenant's first master catalog, such as "USD."

Application Installation

If you are using applications, also provide:

- Whether you want to use Version 2 or 3 of the Import/Export tool
- Any other applications that you require

Domain Details

The following domain information is generally required as well.

eCommerce StoreFront Domain Name(s)

Provide the eCommerce site domain name that the tenant is providing. After provisioning the tenant, Kibo will associate this domain with the site, configure Akamai CDN properties, set up certificates, and establish a WAF security configuration.

- Example: "www.example.com"

Naked Domain Redirect

You can either manage and redirect your own DNS configurations or ask for assistance.

- Example: HTTP/HTTPS redirect from "example.com" to "www.example.com"

Traffic and API Volume Estimates

Please provide the following figures, if relevant to your tenant type:

- Average / Peak Orders per Hour
- Average / Peak Unique Storefront Sessions per Hour
- Average / Peak Storefront Visits per Hour
- Number of Locations that Regularly Refresh Inventory (used to determine inventory batch worker count)
- Total Number of SKUs
- Total Products
- Total Variants
- Average Order Size per Site

- Average Order Total per Site
- Peak Average Order Size per Site
- Peak Average Order Total per Site
- Average Orders per hour per Site
- Peak Max Orders per hour per Site