GENESYS™

Deployment Guide

Install the Plug-in for Interaction Workspace

12/18/2025

Install the Plug-in for Interaction Workspace

	Purpose: List the Installation tasks for the Genesys Web Engagement Plug-in for Interaction Workspace.

Contents

Install the Genesys Web Engagement Plug-in for Interaction Workspace on Windows

Prerequisites

- Interaction Workspace, version 8.1.301.10 and later, is installed.
- Installation must be driven from the host where you intend to install the plug-in.

Start

1. On your desktop, open the Genesys Web Engagement CD/DVD or the Genesys Web Engagement IP, navigate to the `web_engagement_iws_plug-in\windows` folder, and double-click the Setup.exe file.

2. On the Welcome panel, do one of the following:
   - Click `Next` to begin the installation procedure.
   - Click `Cancel` to exit the Genesys Installation Wizard.
   - Click `About` to open the Genesys Web Engagement ReadMe file in your default browser.If you clicked Next, a list of installed application is displayed.

3. Select the Interaction Workspace IP and click `Next`.

4. On the Ready to install panel, click the `Install` button to install the plug-in.

5. Complete the installation. As a result, the following files were copied to the Interaction Workspace installation directory:
   - InteractionWorkspace\Languages\Genesyslab.Desktop.Modules.WebEngagement.en-US.xml,
   - InteractionWorkspace\Genesyslab.Desktop.Modules.WebEngagement.dll
   - InteractionWorkspace\Genesyslab.Desktop.Modules.WebEngagement.module-config
   - InteractionWorkspace\Newtonsoft.Json.Net35.dll

End

Next Steps
▌▶ Import the Interaction Workspace Plug-in template
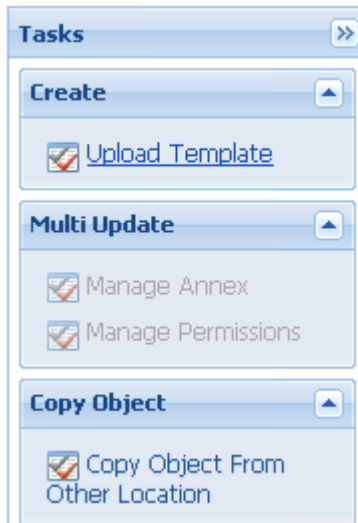
Import the Interaction Workspace Plug-in template

Purpose: Import the template which enables you to create the configuration of the Web Engagement servers in the Configuration Server.
**Start**

1. Open Genesys Administrator and navigate to PROVISIONING > Environment >
    Application Templates.

2. In the Create menu of the Tasks panel, click on the Upload Template link.

Upload Template link in the Tasks panel

3. Click the Add button of the Click 'Add' and choose application template (APD) file to import
    dialog box.

4. Browse the Web_Engagement_iWS_Plug-in_811.apd file available in the templates directory of your
    installation CD. The Configuration tab for the new template opens.

5. Click the Import Metadata button.
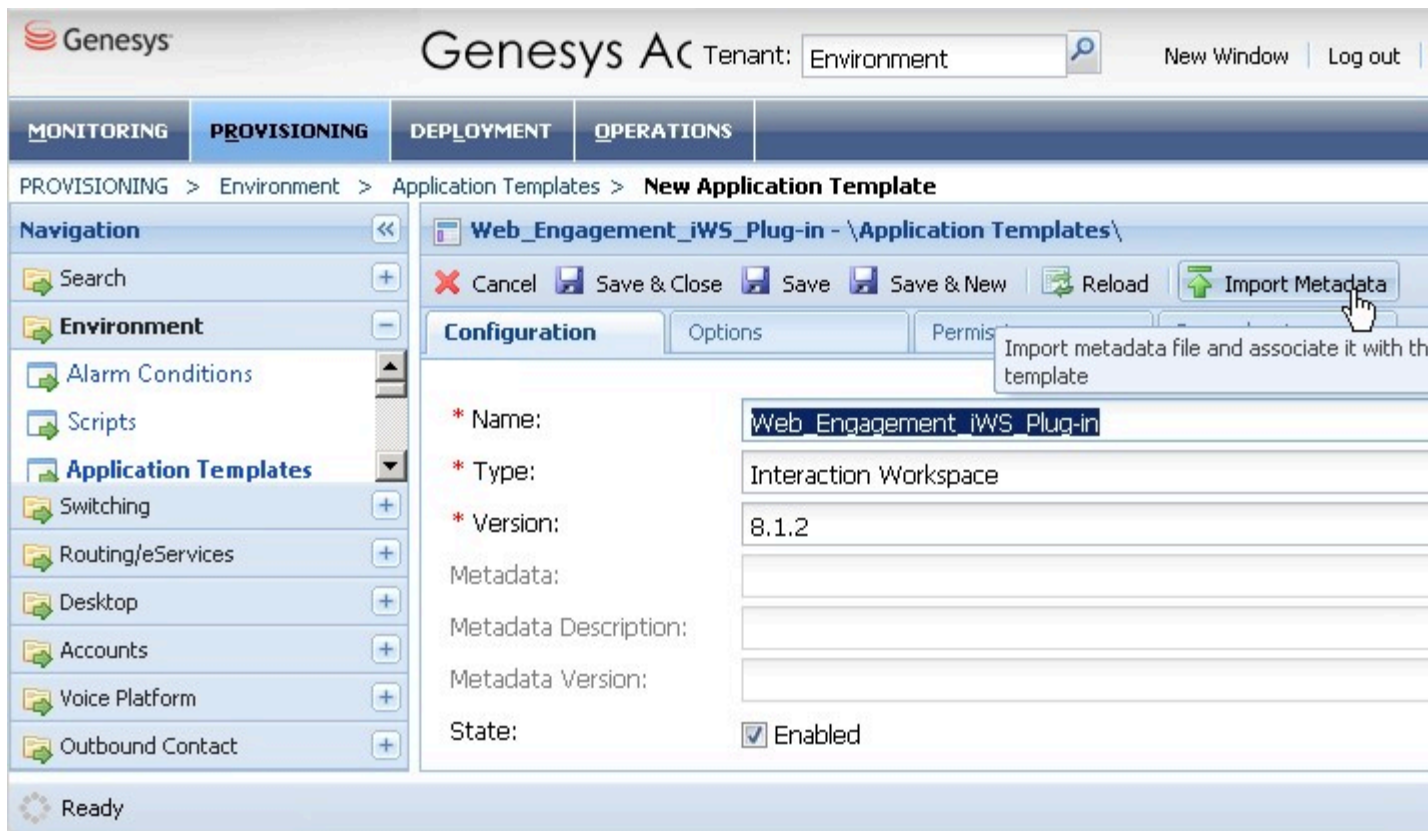
Click the Import Metadata button.

6. Select `Web_Engagement_iWS_Plug-in_811.xml` metadata file and click `Open`. The metadata fields in the Configuration tab are now filled.

7. Click `Save & Close`.

End

Next Steps

▶ Add a connection to the Backend Server

Add a connection to the Backend Server

Purpose: Add a connection to the Backend Server to Interaction Workspace.

Start

1. In Genesys Administrator, navigate to `Provisioning` > `Environment` > `Applications`, select the Interaction Workspace application and click the `Edit...` button.

2. Configure the connection:

- In the Connections section, click the Add button. The Browse Applications dialog opens.

- Select the Web Engagement Backend Server application and click OK. The Backend Server is added to the list of Connections.

End

Next Steps
▶ Configure Authentication (optional)

Configure Authentication (optional)

Purpose: To configure the security options to support authentication for the REST API.

Prerequisites

- Your Web Engagement Backend Server supports authentication. See Authentication for details.

Start

1. In Genesys Administrator, navigate to Provisioning > Environment > Applications, select the Interaction Workspace application and click the Edit... button.
   Note: Before configuring the authentication options, be sure to read about each option to help determine the correct values for your deployment:

   - auth-scheme

   - user-id

   - password

2. Click the options tab and then click New.

3. In the New Option window, configure the following:

   a. Set Section to gwe:security

   b. Set Name to auth-scheme

   c. Set Value to your authentication scheme. For example, Basic.

    d. Click OK

4. Complete steps a-d to configure the remaining security options:

Section	Name	Value
gwe:security	user-id	Your user ID.
gwe:security	password	Your user password.

Your configuration options for Interaction Workspace should now have a new section for the Genesys Web Engagement security options:

New security options for Genesys Web Engagement.

5. Click Save & Close.

End

Next Steps

 Configure Role-Based Access Control for Web Engagement

Configure Role-Based Access Control for Web Engagement

Purpose: To accomplish some higher-level business or configuration goal.

Prerequisites

- You already imported the Plug-in template for Interaction Workspace

Start

1. Open Genesys Administrator and navigate to PROVISIONING > Accounts > Roles

2. Edit or create a Role responsible for managing Web Engagement in Interaction Workspace; for instance, create the Agent can Monitor Web Engagement role by clicking the New button.

3. Select the Role Privileges tab.

4. In the Add/Remove Products top panel, enable Interaction Workspace and expand the Interaction Workspace Web Engagement Privileges section.

5. Set the Allowed value for the Agent - Can Monitor Web Activity option

Select Allowed

.

6. In the Members section of the Configuration tab, add users or groups who should get this role.

7. Click Save and close.

End

Next Steps

▶ Back to Task Table