




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.

# Deployment Guide

Setup Tasks

# Setup Tasks

	<b>Purpose:</b> To list the Setup tasks to perform after the installation of Genesys Web Engagement.
Tasks	Procedures
1. Configure the Genesys Rules Authoring Tool to work with Genesys Web Engagement Servers.	<a href="#">Configuring the Genesys Rules Authoring Tool</a>
2. Configure the Genesys Rules Development Tool to work with Web Engagement.	<a href="#">Configure the Genesys Rules Development Tool</a>
3. Configure Genesys Roles for the Genesys Rules Authoring Tool (optional).	<a href="#">Configure Roles Settings for Rules Management</a> <b>Note:</b> This step is optional if you already created a user with Roles Privileges that enable the creation of Rules package in Genesys Rules Authoring. See <a href="#">Role-Based Access Control</a> in the Genesys Rules System Deployment Guide.
4. Configure the Pacing Algorithm to improve workload distribution (optional).	Complete the following procedures: <ul style="list-style-type: none"> <li>• <a href="#">Configuring your Optimization Model</a></li> <li>• <a href="#">Configuring Agent Groups</a></li> </ul>
5. Configure a Chat Channel (optional).	<a href="#">Configuring a Chat Channel</a>
6. Import the CCPulse+ sample reporting templates.	<a href="#">Importing CCPulse+ Templates</a>
7. Load the certificate and private keys into the Java and Jetty keystores.	<a href="#">Loading Certificate for SSL</a>
8. Configure the Frontend Server to support UTF-8 in Configuration Server.	This procedure enables Frontend Server to support multi-language categories and should only be completed if your version of Configuration Server (8.1.200.04+) supports UTF-8.  <a href="#">Configure the Frontend Server for UTF-8</a>
9. Configure Cassandra for the Backend Server.	<a href="#">Generic Cassandra Configuration</a>