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Deployment Guide

Installing the Plug-ins

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	<p>Purpose: To list the Installation tasks for the Genesys Web Engagement Plug-ins.</p>
Tasks	Procedures
<p>Install the Genesys Web Engagement Plug-in for Interaction Workspace.</p>	<p>The Genesys Web Engagement Plug-in for Interaction Workspace allows you to enable chat and web callback engagement features in Interaction Workspace (see Using the Plug-in for Interaction Workspace in the Developer's Guide). To install this plug-in, complete the following procedures:</p> <ul style="list-style-type: none"> • Install the Plug-in for Interaction Workspace
<p>Install the Genesys Web Engagement Plug-in for Genesys Administrator Extension.</p>	<p>The Genesys Web Engagement Plug-in for Genesys Administrator Extension allows you to:</p> <ul style="list-style-type: none"> • Use the Script Generator tool to create a JavaScript code snippet for your web pages (see Enable Web Engagement Monitoring in the Developer's Guide). • Create customized business information using the simple model (see Simple Engagement in the Developer's Guide). <p>To install this plug-in, complete one of the following procedures:</p> <ul style="list-style-type: none"> • Installation of the Genesys Web Engagement Plug-in for Administrator Extension on Windows • Installation of the Genesys Web Engagement Plug-in for Administrator Extension on Linux