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Deployment Guide

Installing the Plug-ins

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	Purpose: To list the Installation tasks for the Genesys Web Engagement Plug-ins.
Tasks	Procedures
Install the Genesys Web Engagement Plug-in for Interaction Workspace.	<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
Install the Genesys Web Engagement Plug-in for Genesys Administrator Extension.	<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