Deployment Guide

Installing the Plug-in for Genesys Administrator Extension

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The Genesys Web Engagement Plug-in for Genesys Administrator Extension allows you to to use the Script Generator tool to create a JavaScript code snippet for your web pages to enable Web Engagement monitoring. The plug-in also allows you to create categories, which you need if you implement the Simple Engagement model.

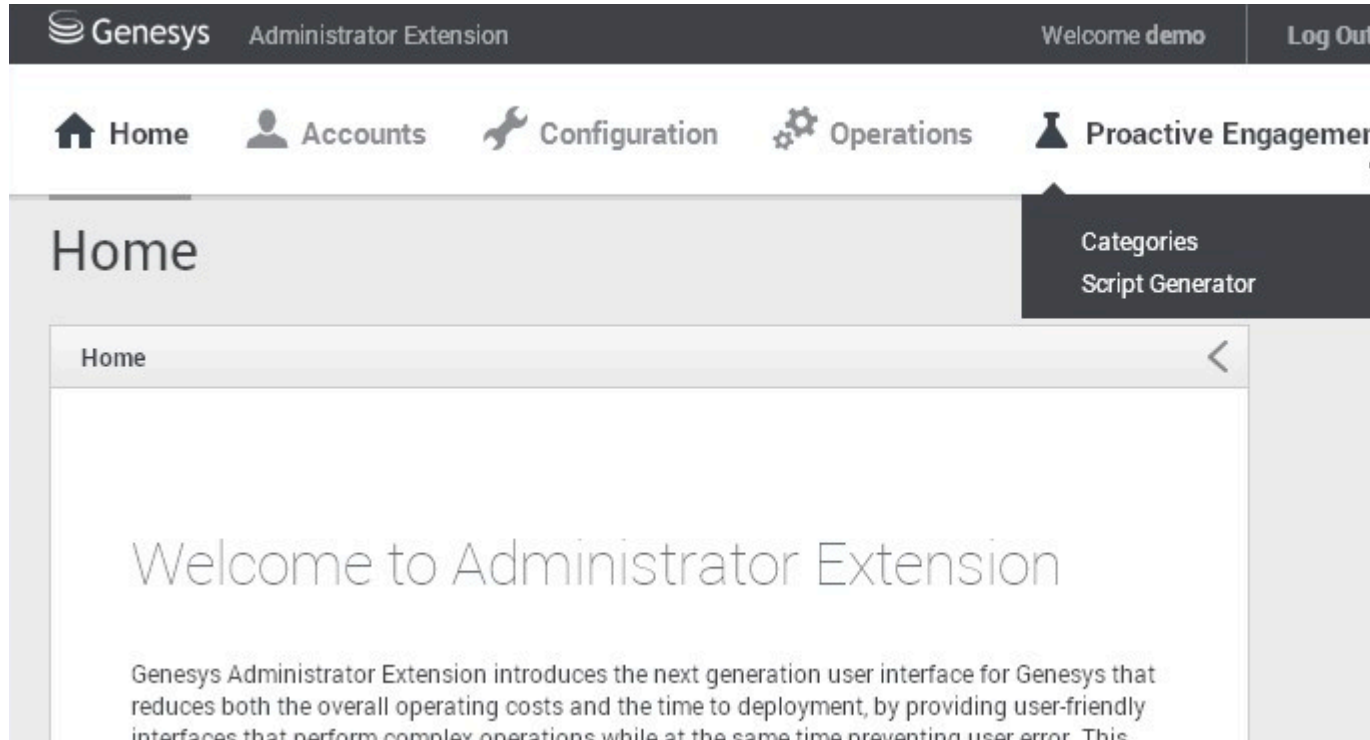Once installed, the plug-in adds a new Web Engagement section to the Configuration menu in GAX.

Windows

Prerequisites

- Your environment includes Genesys Administrator Extension. See Genesys environment prerequisites for compliant versions. For more information about installing the Genesys Administrator Extension, refer to the Genesys Administrator Extension Deployment Guide.

- Installation must be driven from the host where you intend to install the plug-in.

Start

1. In Genesys Administrator, navigate to Provisioning > Environment > Applications, select the Genesys Administrator Extension server, and stop it.

2. In your installation package, locate and double-click the setup.exe file.

3. Click *Next*. The *Choose Destination Location* screen appears.

4. Browse to the installation folder or use the default location and click *Next*. The *Ready to Install* screen appears.

5. Click *Install*. The Genesys Installation Wizard indicates it is performing the requested operation for the Genesys Proactive Engagement Plug-in for GAX. When through, the *Installation Complete* screen appears.

6. Click *Finish* to complete your installation. As a result of the installation, a new file called gax-plugin-webme.jar is copied to the <GAX installation>\webapp\WEB-INF\lib\ folder.

7. In Genesys Administrator, navigate to Provisioning > Environment > Applications, select the Genesys Administrator Extension server, and start it.

8. Open Genesys Administration Extension in a web browser with the following URL:
   http://<GAX_host_name>:<GAX_port>/gax/.
   <GAX_host_name> — The name or IP address of the host for Genesys Administration Extension.

   <GAX_port> — The default port for Genesys Administration Extension.

   GAX now includes the **Proactive Engagement** menu with the following Web Engagement items: Categories and Script Generator.

The Proactive Engagement menu in Genesys Administrator Extension.
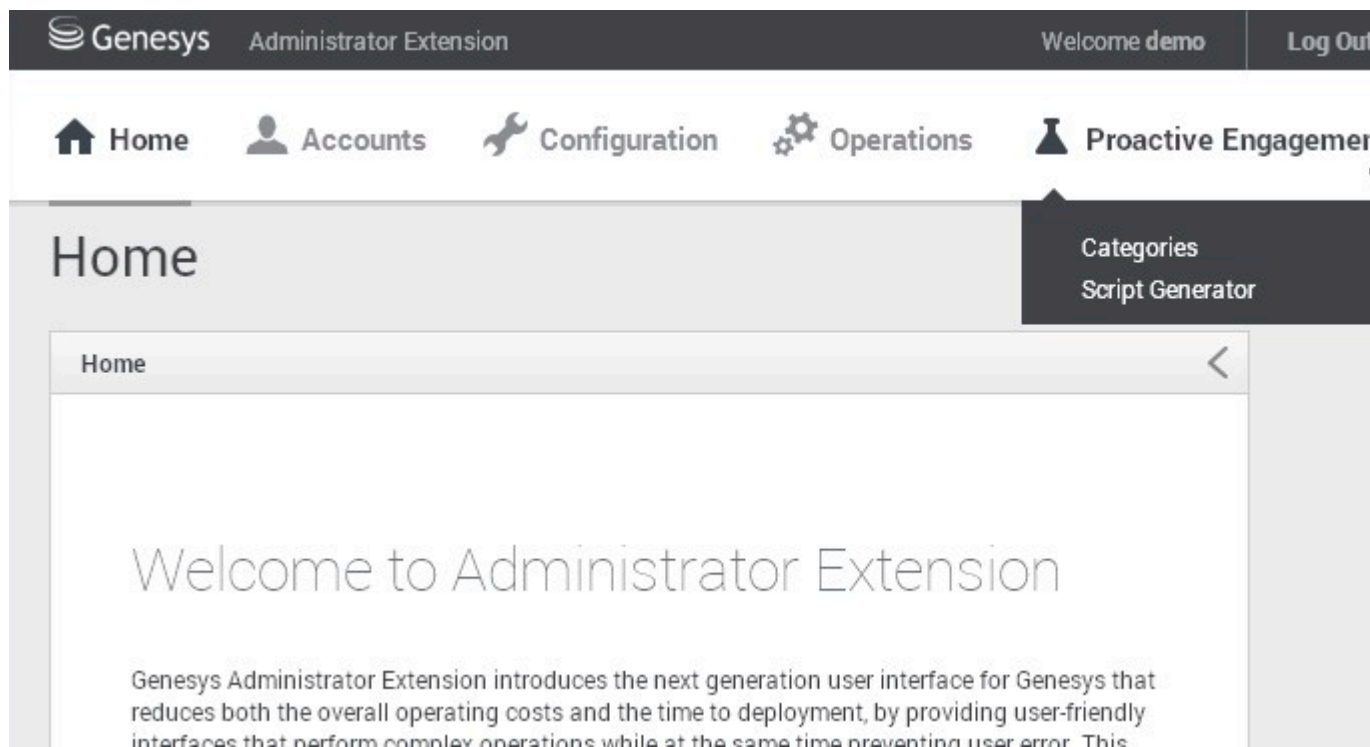
End

Linux

Prerequisites

- Your environment includes Genesys Administrator Extension. See Genesys environment prerequisites for compliant versions. For more information about installing the Genesys Administrator Extension, refer to the Genesys Administrator Extension Deployment Guide.

- Installation must be driven from the host where you intend to install the plug-in.

Start

1. In Genesys Administrator, navigate to `Provisioning` > `Environment` > `Applications`, select the Genesys Administrator Extension server, and stop it.

2. In your installation package, locate and double-click the `install.sh` file.

3. Enter the path where you want the plug-in to be installed.

4. Click *Install*. The Genesys Installation Wizard indicates it is performing the requested operation for the Genesys Proactive Engagement Plug-in for GAX. When through, the *Installation Complete* screen appears.

5. Click *Finish* to complete your installation. As a result of the installation, the `gax-webme-plugin-[version].jar` and `wmcategory-[version].jar` files are copied to the `[Genesys Administrator Extension Tomcat server]/webapps/gax/WEB-INF/lib/` folder.

6. In Genesys Administrator, navigate to `Provisioning` > `Environment` > `Applications`, select the Genesys Administrator Extension server, and start it.

7. Open Genesys Administration Extension in a web browser with the following URL: `http://<GAX_host_name>:<GAX_port>/gax/`.

   `<GAX_host_name>` — The name or IP address of the host for Genesys Administration Extension.

   `<GAX_port>` — The default port for Genesys Administration Extension.

   GAX now includes the **Proactive Engagement** menu with the following Web Engagement items: Categories and Script Generator.

The Proactive Engagement menu in Genesys Administrator Extension.

End

Next Steps

- Now that you have installed Genesys Web Engagement and its plug-ins, you can refer to Configuring Features to enable GWE features such as the Pacing Algorithm, Authentication, SSL, Chat and Voice Channels, and UTF-8.