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Deployment Guide

Genesys Web Engagement Deployment Guide

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Welcome to the Genesys Web Engagement 8.1.2 Deployment Guide. This document introduces you to the concepts, terminology, and procedures relevant to Genesys Web Engagement. See the summary of chapters below.

Getting Started

Find information to help plan your Genesys Web Engagement Deployment.

[What is Genesys Web Engagement?](#)
[Deployment Scenarios](#)
[Prerequisites](#)
[Sizing](#)

Installing GWE in a Lab

Find procedures to install and configure Genesys Web Engagement.

[Standalone Deployment Scenario](#)
[Installing Genesys Web Engagement](#)
[Generic Cassandra Settings](#)
[Automatic Provisioning](#)

Installing the GWE Plug-ins

Find procedures to install and configure the Genesys Web Engagement plug-ins.

[Installing the Plug-in for Interaction Workspace](#)
[Installing the Plug-in for Genesys Administrator Extension](#)

Deploying GWE in Production

Find procedures to deploy and configure a cluster of Genesys Web Engagement servers.

[Clustering Deployment Scenario](#)
[Deploying and Configuring the Genesys Web Engagement Cluster](#)
[Load Balancer Sample Configurations](#)