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Deployment Guide

Prerequisites

Prerequisites

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Hardware Requirements

See [Sizing](#) for details.

OS Requirements

See the Operating Systems section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more information on supported operating systems.

Browser Support

Web Browsers

See the Browsers section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for supported browsers.

The following previously supported browsers, although tested, have been **discontinued** and are no longer supported by Genesys:

- Safari 3 and 5
- Firefox 3, 4, and all non-ESR versions
- Internet Explorer 7, 8, 9, and 10

Mobile Browsers

- iOS Safari
- Android Chrome

Java Requirements

For Java prerequisites, see the Prerequisites section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.

Genesys Environment

In addition to having a [Genesys Management Framework](#) environment installed and running, the following table lists the **mandatory** Genesys components that are used with a Genesys Web Engagement installation.

Mandatory Components

| Component Name | Minimum Compliant Version |
|--|---------------------------|
| Orchestration Server | 8.1.300.55 |
| Stat Server | 8.5.000.17 |
| Interaction Server | 8.5.100.18 |
| Configuration Server (for UTF-8 support) | 8.1.200.17 |
| Genesys Widgets | 9.0.014.04 |

Note: Web Engagement supports a connection to the [Interaction Server Proxy](#) as an alternative to a direct connection to Interaction Server.

Components for Application Development

The following components are mandatory to create customized Genesys Web Engagement applications:

| Component Name | Minimum Compliant Version | Details |
|--------------------------------|---------------------------|---|
| Genesys Rules Authoring Tool | 8.5.303.16 | You must create a user with Roles Privileges that enable the creation of Rules package in Genesys Rules Authoring. See Role-Based Access Control in the Genesys Rules System Deployment Guide. |
| Genesys Rules Development Tool | 8.1.400.05 | This component must be deployed as Composer plug-in or independently in Eclipse; make sure that settings are correct for Configuration Server and Repository Server, as detailed in Installing the GRDT Component in the Genesys Rules System Deployment Guide. |
| Composer | 8.1.430.03 | Mandatory to publish the Web Engagement rules template . This component can also be used to update or deploy routing and engagement strategies. |
| Genesys Administrator | 8.1.300.02 | Used when provisioning Web Engagement, particularly when defining roles. |

Prerequisites

Components for Interaction Management

| Component Name | Workspace Desktop Edition Plug-in Version | Minimum Compliant Version |
|---------------------------|---|---------------------------|
| Workspace Desktop Edition | 8.5.100.08 | 8.5.124.05 |

Additional Components (Optional)

| Component Name | Minimum Compliant Version |
|----------------|--|
| CCPulse+ | 8.0.000.36 |
| Pulse | For information on Pulse support for Web Engagement and Genesys Data Processing Server, see Using Web Engagement with Data Processing Server |
| Chat Server | 8.1.001.41 |