# Deployment Guide

Genesys Web Engagement Deployment Guide

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Welcome to the Genesys Web Engagement 8.5.1 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 in a lab environment.

Lab Deployment Scenario

Installing Genesys Web Engagement

Automatic Provisioning

## Installing the GWE Plug-ins

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

Installing the Plug-in for Workspace Desktop Edition

## Deploying GWE in Production

Find procedures to deploy and configure Genesys Web Engagement in a production environment.

Production Deployment Scenario

Load Balancer Sample Configurations

External Cassandra Settings

## Configuring Specific Features

You can configure these features to

enable their functionality:

A Pacing Algorithm

A Chat Channel (legacy, deprecated)

Access to GeoIP Information