Deployment Guide

Genesys Web Engagement Deployment Guide

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Welcome to the *Genesys Web Engagement 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