GENESYS™

User's Guide

Genesys Web Engagement User's Guide

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Welcome to the *Genesys Web Engagement User's Guide*. This document provides procedures and instructions for common tasks you need to perform when setting up and configuring Genesys Web Engagement. Most of this information can be found in other GWE guides — it's compiled here as a quick reference for your convenience. See the summary of chapters below.

First Look

This should be the first thing you read when you want to understand Genesys Web Engagement.

A First Look at Genesys Web Engagement

Business Information

Learn how to manage business information.

Managing Categories

Managing Business Events

Rules

Find information to help you manage rules templates and rules packages.

Managing CEP Rules Templates

Managing Rules

Tools

Find information about how to use the Web Engagement Instrumentation Tool.

Using InTools