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Web Services and Applications Configuration Guide

Provisioning Workspace Web Edition

4/17/2025

Provisioning Workspace Web Edition

Review the following topics for details about how to provision Workspace Web Edition:

- [Introduction To Configuration Options](#)
- [Enabling Privileges and Features](#)
- [Setting Up Agents On The System](#)
- [Setting Up Supervisors On The System](#)
- [Agent Login And Authentication](#)
- [Enabling Internal And External Communications](#)
- [Handling Interactions](#)
- [Email Quality Assurance](#)
- [Enabling Agents To Manage Contacts](#)
- [Outbound Contact - Provisioning Case Data](#)
- [Interaction Management](#)
- [Enabling Co-browse Sessions](#)