

GENESYS

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Web Services and Applications Configuration Guide

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Welcome to the *Web Services and Applications Configuration Guide*. Here you'll find everything you need to configure the user interfaces that are included in Web Services and Applications. The following UIs are currently offered:

- Workspace Web Edition
- · Gplus Adapter for Salesforce

Important

Beginning with version GWS 8.6 and later, the Gplus Adapter for Salesforce is based on Workspace Web Edition (WWE) only.

Before you get started, you must first follow the steps in the Web Services and Applications Deployment Guide.

Workspace Web Edition

Configuration and Administration by Using Options and Annexes

Provisioning Workspace Web Edition

Configuration Options

Configuration option database

Gplus Adapter for Salesforce

Provisioning Gplus Adapter for Salesforce Setting up features in Gplus Adapter for Salesforce