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Web Services and Applications Deployment Guide

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Install Workspace Web Edition & Web Services

Workspace Web Edition & Web Services uses two application objects in the Genesys configuration environment:

- An application of type Genesys Generic Server that is called the WVEWS Cluster Application.
- An application of type Genesys Generic Client that is called the WVEWS Node Application.

Together, these two applications provide Workspace Web Edition & Web Services with access to the configuration required for operation.

Perform the following procedures to configure and install the Workspace Web Edition & Web Services application.

Select a tab below to configure the application in *either* Configuration Manager or Genesys Administrator.

Configuring the Application in Configuration Manager

Configuring the Application in Configuration Manager

Creating & Importing the Application Templates

The Workspace Web Edition & Web Services installation CD includes a template for Genesys Generic Server, but you must create a new template for Genesys Generic Client.

Start

1. To create the Genesys Generic Client template, navigate to the Application Templates folder in Configuration Manager. Right-click and select New > Application Template.
2. Configure the General tab of the template as shown below:
 - Name: WVEWS
 - Type: Genesys Generic Client
 - Version: 8.5
 - State Enabled: Yes
3. Click OK.
4. To import the Genesys Generic Server template, navigate to the Application Templates folder in

Configuration Manager. Right-click and select Import Application Template.

5. Navigate to the templates folder on the installation CD.
6. Select the Workspace_Web_Edition_Web_Services_852 template file.
7. Click OK.

End

Creating the WVEWS Cluster Application

Start

1. Navigate to the Applications folder in Configuration Manager. Right-click and select New > Application.
2. Select the Workspace_Web_Edition_Web_Services_852 template and click OK.
3. Configure the General tab as shown below:
 - Name: WVEWS_Cluster
 - Template: Workspace_Web_Edition_Web_Services_852
 - Component Type: [Unknown]
 - State Enabled: Yes
4. On the Tenants tab, do the following:
 1. Click Add.
 2. Chose the Environment tenant (or use any other tenant for which we have a connection to the **Configuration Server**).
 3. Click OK.
5. On the Server Info tab, choose the appropriate Host object. This automatically adds a corresponding port entry. The port value is ignored by the server and does not need to be modified.
6. On the Start Info tab, add a "." to the Working Directory, Command Line, and Command Line Arguments fields. These values are mandatory for all applications and must be entered to save the application object. Workspace Web Edition & Web Services does not use these values, so the "." is used as a placeholder.
7. On the Connections tab, add the following connections:
 - Configuration Server
 - T-Server (if supporting voice)
8. To support **Reporting** in your deployment, add the following connection:
 - Stat Server

Important

KPIs and Statistics are reported only for the voice channel. Workspace Web Edition

& Web Services does not support real-time statistics for mixed media (voice/eServices) environments. If a mixed media environment is used, voice statistics are not accurate.

9. To support **Multimedia** in your deployment, add the following connections:
 - Interaction Server
 - Universal Contact Server
10. Click OK to save the WVEWS_Cluster application.

End

Creating the WVEWS Node Application

Start

1. Navigate to the Applications folder in Configuration Manager. Right-click and select New > Application.
2. Select the "WVEWS" template and click OK.
3. Configure the General tab as shown below:
 - Name: WVEWS_Node
 - Template: WVEWS
 - State Enabled: Yes
4. On the Connections tab, add the following connections:
 - Cluster application that was configured in the previous procedure.
5. Click OK to save the WVEWS_Node application.

Configuring the Application in Genesys Administrator

Configuring the Application in Genesys Administrator

Creating & Importing the Application Templates

The Workspace Web Edition & Web Services installation CD includes a template for Genesys Generic Server, but you must create a new template for Genesys Generic Client.

Start

1. To create the Genesys Generic Server template, open Genesys Administrator and navigate to PROVISIONING > Environment> Application Templates.
2. Select New... and configure the properties of the template as shown below:
 - Name: WWEWS
 - Type: Genesys Generic Client
 - Version: 8.5
 - State: Enabled
3. Click Save & Close.
4. To import the Genesys Generic Server template, click Upload Template in the Tasks panel. The Click 'Add' and choose application template (APD) file to import dialog opens.
5. Click Add and navigate to the templates folder on the installation CD.
6. Select the Workspace_Web_Edition_Web_Services_852 template file and click Open.
7. Click Save & Close.

End

Creating the WWEWS Cluster Application

Start

1. In Genesys Administrator, navigate to PROVISIONING > Environment > Application and click New....
2. In the General section, configure the properties of the application as shown below:
 - Name: WWEWS_Cluster
 - Template: Workspace_Web_Edition_Web_Services_852
 - State: Enabled
3. Add the following connections:
 - Configuration Server
 - T-Server (if supporting voice)
4. To support **Reporting** in your deployment, add the following connection:
 - Stat Server

Important

KPIs and Statistics are reported only for the voice channel. Workspace Web Edition & Web Services does not support real-time statistics for mixed media (voice/eServices) environments. If a mixed media environment is used, voice statistics are not accurate.

5. To support **Multimedia** in your deployment, add the following connections:

- Interaction Server
 - Universal Contact Server
6. In the Server Info section, select a Tenant:
 1. Click Add.
 2. Chose the Environment tenant (or use any other tenant for which we have a connection to the **Configuration Server**).
 3. Click OK.
 7. Choose the appropriate Host object.
 8. Add a default Listening Port:
 1. Click Add.
 2. Enter the application's Port. For instance 7000.
 3. Click OK.
 9. Add a "." to the Working Directory, Command Line, and Command Line Arguments fields. These values are mandatory for all applications and must be entered to save the application object. Workspace Web Edition & Web Services does not use these values, so the "." is used as a placeholder.

End

Creating the WWEWS Node Application

Start

1. In Genesys Administrator, navigate to PROVISIONING > Environment > Application and click New...
2. In the General section, configure the properties of the application as shown below:
 - Name: WWEWS_Node
 - Template: WWEWS
 - State: Enabled
3. Add the following connections:
 - Cluster application that was configured in the previous procedure.
4. Click Save & Close.

End of Procedure

Next Steps

- [Initializing Cassandra](#)