GENESYS™

Web Services and Applications Deployment Guide

Deployment Overview

4/14/2025

Deployment Overview

Deploying Workspace Web Edition & Web Services

Start of Procedure

1. Review the Prerequisites, including installation of Cassandra.

2. Install Workspace Web Edition & Web Services.

3. Configure Workspace Web Edition & Web Services.

4. Start Workspace Web Edition & Web Services and test the configuration.

5. Choose the next step based on your role:

    - Developers — Consult the Web Services API Reference to begin working with the Web Services APIs.

    - Administrators — Consult the Workspace Web Edition Configuration Guide to configure the Workspace Web Edition (agent desktop) interface.

6. Test the User Interface with Workspace Web Edition & Web Services.

End of Procedure