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Workspace Desktop Edition Deployment Guide

Planning Your Deployment

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 - 1.1 Defining Your Needs

Before you deploy Interaction Workspace, you should take time to define your needs in terms of load, bandwidth, scale, the type of network that you have or want to develop, the number of resources you plan to manage, and the type of deployment (ClickOnce or non-ClickOnce) that you want.

Defining Your Needs

This section provides items that you should consider when you are planning your deployment.

Load, IIS vs. Apache

Interaction Workspace is designed to be equally compatible with Microsoft Internet Information Services (IIS) or Apache web servers. Your choice depends on the server-side operating system and HTTP server that you are running. Refer to the following system guides for details on compatibility and system requirements:

- *Genesys Hardware Sizing Guide*
- *Genesys Interoperability Guide*
- *Genesys Supported Operating Environment Reference Manual*

Usage Scale

No issues with deployment scale have been identified.

Type of Network

Refer to the following system guides for details on compatibility and system requirements:

- *Genesys Hardware Sizing Guide*
- *Genesys Interoperability Guide*
- *Genesys Supported Operating Environment Reference Manual*

Number of Resources

No issues with the number of resources have been identified.

Choosing Between a ClickOnce Deployment and a Non-ClickOnce Deployment

ClickOnce A ClickOnce deployment of Interaction Workspace automatically handles software updates as you make them available in your environment. If you do not have the ability to push applications, updates, and configurations to your agents, you might want to take advantage of a managed services deployment approach in your environment by using ClickOnce. **Non-ClickOnce** In a Standard Deployment, you must install the Interaction Workspace application on each client workstation. In this scenario, you must push software updates to each workstation in your environment. Refer to the following sections for information about different deployment scenarios:

- [Deployment Overview](#)
- [ClickOnce Deployment](#)
- [Non-ClickOnce Deployment](#)

Memory Usage

Interaction Workspace uses between 185 MB (Voice only) and 230 MB (all features) of memory on agent workstations.

Monitor Resolution

The minimum supported resolution is 1024x768.