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Workspace Desktop Edition Deployment Guide

Provisioning

4/8/2025

Provisioning

This category demonstrates how to provision the Interaction Workspace functionality and environment by using Genesys Administrator. For details on how to use Genesys Administrator, refer to *Framework 8.0 Genesys Administrator Help* and *Genesys Administrator Deployment Guide*. For details about using the functionality, refer to *Interaction Workspace User's Guide* and *Interaction Workspace Context-Sensitive Help*. This category contains the following sections:

- [Provisioning Functionality](#)
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- [Enabling Internal And External Communications](#)
- [Enabling Agents To View KPIs And Contact Center Statistics](#)
- [Enabling Agents To Manage Contacts](#)
- [Overriding Interaction Workspace Options](#)