Workspace Desktop Edition Deployment Guide

Installing Plug-ins For Interaction Workspace

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Interaction Workspace enables you to install optional plug-ins for Interaction Workspace. Plug-ins, such as eServices Social Media interaction handling, are available as separate IPs that you install from a separate CD/DVD. If you deploy a plug-in as part of a ClickOnce deployment, the behavior of the ClickOnce download depends on the privileges that are assigned to the agent who is logging in. If the agent is granted the privilege to execute a plug-in, the plug-in is downloaded as part of the deployment. The Procedure: Installing plug-ins for Interaction Workspace is a general procedure that describes how to install plug-ins for Interaction Workspace. The documentation for your plug-in provides specific information about how to install and deploy your plug-in. **Consult the documentation that comes with your plug-in for specific information about how to install and provision your plug-in.** Before you install your plug-in, you must provision it in Genesys Administrator (refer to the Genesys Administrator documentation for more information) in the same way that you provision Interaction Workspace. Interaction Workspace plug-ins come with `<Plug-In Name>.apd` and `<Plug-In Name>.xml` (privileges) files, both of type `Interaction Workspace`. Upload the `<Plug-In Name>.apd` file and attach the `<Plug-In Name>.xml` file to create the `<Plug-In Name>` Template. The Interaction Workspace application object is created based on the `Interaction Workspace Template`. When you provision the Privileges that are assigned to a Role, the list of Privileges that are available for the `Interaction Workspace` application type combine the privileges that are specified in the `InteractionWorkspace.xml` and `<Plug-In Name>.xml` files. Note: ensure you don't use template and metadata file "Interaction Workspace (Agent desktop).apd" and "Interaction Workspace (Agent desktop).xml" when working with plug-ins

Procedure: Installing plug-ins for Interaction Workspace

Purpose: To install plug-ins for Interaction Workspace on your web server, an agent workstation, or a development workstation.

Prerequisites

- .NET Framework 3.5, SP 1

- Installation of the Interaction Workspace application by using one of the following procedures:

  - DeployingTheClickOnceApplicationOnYourWebServer. Choose this option if you want to deploy Interaction Workspace as a ClickOnce application. Install the plug-ins after you install the Interaction Workspace application on your server, but before you run the Interaction Workspace Deployment Manager.

  - InstallingTheDeveloperToolkit. Choose this option if you want to deploy the Interaction Workspace developer package. Refer to About Interaction Workspace Extension Samples and Deploying and Executing the Extension Samples for information about reorganizing files to enable the debugging of samples with plug-ins.

  - InstallingTheApplication. Choose this option if you want to deploy a non-ClickOnce version of Interaction Workspace.

Start

1. On your desktop, open the disc that contains the plug-in IP or the plug-in IP and double-click the `Setup.exe` file.
   You might be asked to reboot your system to delete or rename certain system files before the Installation Wizard runs.
   The Genesys Installation Wizard launches and the `Welcome` panel is displayed.

2. On the `Welcome` panel, do one of the following:

   - Click Next to begin the installation procedure.

   - Click Cancel to exit the Genesys Installation Wizard.

   - Click About to open the plug-in ReadMe in your default browser.

If you clicked Next, the `Select Installed Application` panel is displayed (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).
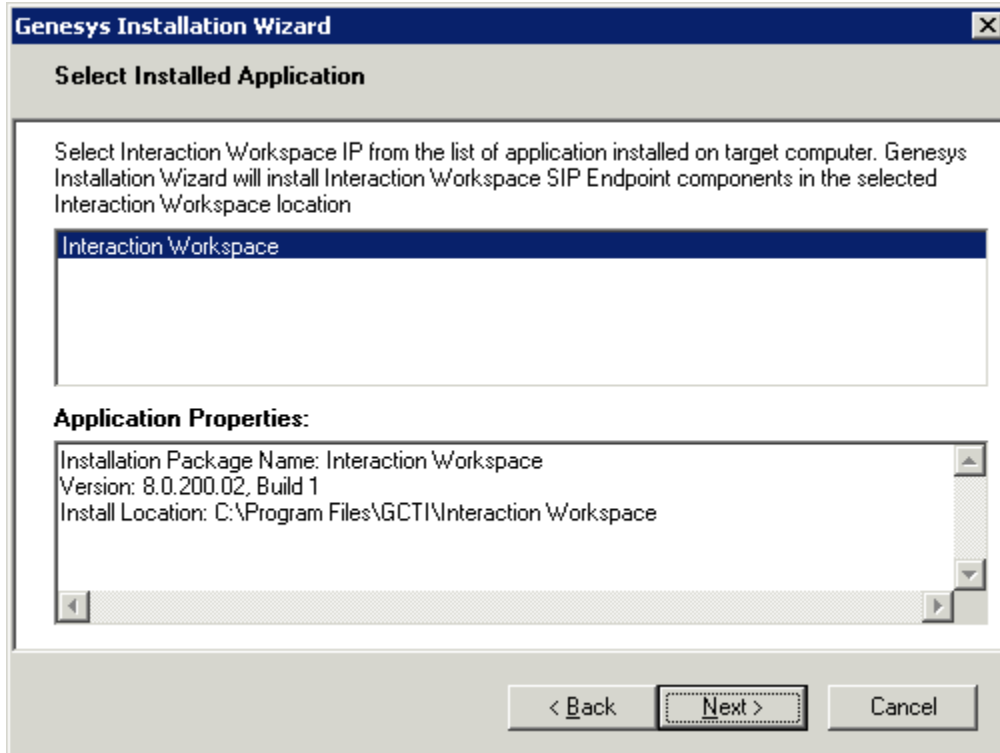
Select Installed Application Panel of the Genesys Installation Wizard

- The `Select Installed Application` panel enables you to select the Interaction Workspace application instance to which you want to add the plug-in.
  The Genesys Installation Wizard searches the target computer for an installed version of Interaction Workspace. Select the version of Interaction Workspace in the location in which you want plug-in to be installed.
  The `Application Properties` pane displays the name, version, and location of the selected Interaction Workspace application (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).

- After you have selected the version of Interaction Workspace that you want to use with the plug-in, do one of the following:

    - Click Next to proceed to the next panel.

    - Click Cancel to exit the Genesys Installation Wizard.

    - Click Back to return to the previous panel.

If you clicked Next, the Ready to Install panel is displayed.

- On the Ready to Install panel do one of the following:

    - Click Install to install the plug-in on your web server, development workstation, or agent workstation.

    - Click Back to return to the Select Installed Application panel.

    - Click Cancel to exit the Genesys Installation Wizard.

If you clicked Next, plug-in is installed in the location that you specified. When installation is complete, the Installation Complete panel is displayed.

- Click Finish to exit the Genesys Installation Wizard.
  Plug-in files are copied into the target installation directory of the original Interaction Workspace deployment.
  After the plug-in application is installed on the agent or developer workstation, or after it is downloaded by the ClickOnce application (see DeployingTheClickOnceApplicationOnYourWebServer), and after the agent is granted permission to use the application, agents must login Interaction Workspace on a Place that is associated with a SIP DN to use the plug-in with Interaction Workspace. The plug-in process is started automatically when Interaction Workspace application is being initialized.

End

Next Steps

- (Optional) If you are deploying Interaction Workspace as a ClickOnce application on your web server, go to Procedure: Deploying the Interaction Workspace downloadable package (ClickOnce) on your web server. When the **Interaction Workspace Deployment Manager Package Information** pane is displayed, you can specify that your plug-in is installed with the ClickOnce package.

- (Optional) If you are deploying Interaction Workspace for development purposes, go to About Interaction Workspace Extension Samples.

- Installation is complete. You can now provision the plug-in functionality. Refer to the documentation that accompanies your plug-in IP.