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# Workspace Desktop Edition Deployment Guide

Planning Your Deployment

4/8/2025

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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*

### Type of Network

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## 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

This Table represents the Memory Usage range of Interaction Workspace. Minimum value is the out of

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the box version using voice only interactions Maximum value is the out of the box version using multimedia interactions

OS Type	Memory used
x86 (32-bits)	185 - 320 MB
x64 (64-bits)	200 - 350 MB

Interaction Workspace can use more memory if deployed with click-once on compatibility mode with 8.1.1.2. This mode runs Interaction Workspace in 64-bits native mode and can use up to 450 MB.

### Monitor Resolution

The minimum supported resolution is 1024x768.

## Effects of Configuration Options and Privileges on System Performance

The behavior of Interaction Workspace is controlled by a compilation of settings in various systems and components of the Genesys 8 suite. The behavior is controlled by the following components:

- Privileges are assigned to logged-in agents through the Genesys RBAC security system (refer to [Role- and Privilege-Based Models](#)).
- Option and Annex settings that are defined in the applicable objects of the configuration layer.

Privileges are part of the security of the Genesys 8 suite; therefore, they have a higher priority than application and user settings. It is important to note that the options that are defined in the configuration layer and the routing strategy will never override any privilege management. Under this hierarchy of control, options act only on the feature set that is permitted by the privilege that is specified for a given role. For example, a graphical module is configured to be visible by the application settings; however, none of the privileges that are implemented by this module are granted to the agent; therefore the module is not visible for this agent.

These tables list the effects that some configuration options and privileges might have on network bandwidth and the local desktop, and also the performance of Configuration Server, Configuration Server proxies, and the Data Center.

#### Summary of the effects of Workspace options and privileges on network bandwidth

Option/Privilege	Default Value	Values that might affect system network bandwidth	Functional impact of using different values
<a href="#">Workbins - Can Use My Team Workbins</a>	Unassigned	Assigned  During supervisor/Team Lead login, the Workbin module loads the current state of each of the workbins of the agents on the supervisor's team to provide the supervisor with an	No Team Workbin Supervision

Option/Privilege	Default Value	Values that might affect system network bandwidth	Functional impact of using different values
		<p>overview of the content of each workbin.</p> <p>This action generates a set of requests to Interaction Server. The bandwidth that is consumed by those requests is proportional to the following variables:</p> <ul style="list-style-type: none"> <li>• the number of monitored agents</li> <li>• the number of workbins assigned the supervisor</li> <li>• the number of interactions in each workbin</li> <li>• the size of the interaction properties in each interaction (depends on the Business Process design)</li> </ul>	
<p><b>teamcommunicator.list-filter-showing</b></p>	<p>Agent</p>	<p>Agent</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>Target types are not displayed to agents</p>
<p><b>login.enable-place-completion</b></p>	<p>true</p>	<p>true: Workspace loads all the Places that are visible to the logged-in agent immediately to enable the process of Place. This might be a large number of Places in a large scale environment.</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>false: agents must enter their Place name manually and the verification is performed after the Place is submitted. If a default place is assigned to agents, this issue is mitigated.</p>
<p><b>teamcommunicator.load-at-startup</b></p>	<p>true</p>	<p>true: all configured object lists for team communicator are loaded during agent login and added to the index.</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>false: all configured object lists for team communicator are loaded at the first time that the Team Communicator is used.</p>

**Summary of Interaction Workspace options and privileges that can affect Configuration Server (or CS Proxies)**

Option/Privilege	Default Value	Values that can affect Configuration Server (or CS Proxies)	Functional impact of using different values
<p><code>general.configuration-update-notification</code></p>	<p>All</p>	<p>All or &lt;empty&gt;: Workspace subscribes for notifications about all object types that are read.</p> <p>The Agent option might also generate a lot of notifications, depending on Configuration Server operations.</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>None: no notification at all. Any config update is taken into account at next login.</p> <p>ThisApplication, ThisAgent: Workspace is informed about modifications to the configuration of the current agent or current Application. Any other changes are taken into account at the next login.</p>
<p><code>teamcommunicator.list-filter-showing</code></p>	<p>Agent</p>	<p>Agent</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>Target types are not presented to agent</p>
<p><code>login.enable-place-completion</code></p>	<p>true</p>	<p>true: Workspace loads all the Places that are visible to the logged-in agent immediately to enable the process of Place. This might be a large number of Places in a large scale environment.</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>false: agents must enter their Place name manually and the verification is performed after the Place is submitted. If a default place is assigned to agents, this issue is mitigated.</p>
<ul style="list-style-type: none"> <li><code>interaction.evaluate-real-party-for-agent</code></li> <li><code>display-format.agent-name</code></li> </ul>	<p>true</p>	<p>true: Workspace accesses Configuration Server and Stat Server before an interactive notification is displayed, to retrieve the display name of internal agents or supervisors who are engaged. The generated load on Config Server Proxy is not large, but it is proportional to the flow of interactions.</p> <p>Affected instance: Workspace client</p>	<p>false: the internal voice interaction parties are displayed as phone numbers instead of a display name.</p>
<p><code>teamcommunicator.load-at-startup</code></p>	<p>true</p>	<p>true: all lists of configured objects for Team Communicator are</p>	<p>false: all lists of configured objects for Team Communicator are</p>

Option/Privilege	Default Value	Values that can affect Configuration Server (or CS Proxies)	Functional impact of using different values
		<p>loaded at login time and added to the index, which can affect the system in a scenario where there is massively concurrent agent login operations.</p> <p>Affected instance: Configuration Server (Proxy)</p>	<p>loaded the first time that Team Communicator is used, which might make the first activation of Team Communicator slower.</p>
<ul style="list-style-type: none"> <li>• <code>interaction.override-option-key</code></li> <li>• <code>interaction.disposition.value-business-attribute</code></li> <li>• <code>interaction.case-data.format-business-attribute</code></li> </ul>	<p>empty</p>	<p>Business Attributes and Transactions are always loaded the first time that an interaction that is received by an agent requires them. They are then cached for further usage. The more possible values that exist, the more accesses are required during interaction notification. The generated load is not large, but in case of slow response time, there might be a delay before the interactive notification is displayed.</p>	