GENESYS™

Workspace Desktop Edition Deployment Guide

Provisioning functionality

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Provisioning functionality

These topics introduce the functionality of Workspace and provide information about provisioning the functionality to suite the needs of your contact center. For details about using the functionality, refer to the *Workspace 8.5 User's Guide* and *Workspace Context-Sensitive Help*.

For details about how to use Genesys Administrator Extension to provision Genesys applications, refer to *Genesys Administrator Extension Help* and *Genesys Administrator Extension Deployment Guide*.

Workspace provides a secure agent interface to the Genesys 8 Suite. The functionality of Workspace is controlled for each agent by Role Based Access Control (RBAC). This section describes the functionality in general terms. Refer to the *Workspace 8.5 User's Guide* and *Workspace Context-Sensitive Help* for detailed explanations of the functionality and interface use.

Basic agent configuration

Find information about how to get an agent's account ready for the agent to login and start using Workspace.

Setting Up Agents On The System

Overriding Workspace Options

Accessibility And Navigation

Agent Login And Authentication

Set up interaction channels

Find detailed information about how to configure communication channels like voice, outbound, email, and chat.

Configuring the Behavior of Incoming Interactions

Channels and Interaction Handling

Enabling Internal And External

Additional agent configuration

Find additional procedures for enabling reporting, KPIs, and contact management.

Managing Contacts

KPIs and Contact Center Statistics

Reporting

System security and customization

Find all of the procedures that you need to protect your system, ensure business continuity, and balance interaction loads.

Hiding Selected Data In Logs

Client-side Port Security

Business Continuity for SIP Server, Configuration Server, and Statistic Server

eServices Load Balancing Business Continuity

Load Balancing Using Clusters

Customizing Display Names for Configuration Objects