

GENESYS

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Workbench User's Guide

Downloading Workbench

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Follow these steps to download Workbench:

- 1. Login to My Support.
- 2. Click **Continue to your Dashboard** button.
- 3. On the *Dashboard* screen, select the **Apps and Tools** tile.
- 4. On the Apps and Tools screen, select the **Workbench** tile.
- 5. On the *Genesys Care Workbench* screen, click **Download Workbench** link.
- 6. On the *Terms and Conditions* screen, click the checkbox to accept the Terms and Conditions, and click **Download**.
- 7. On the *zip* screen, click **Download** again.

The result of the above is, depending on the target Workbench host(s) Operating System, a locally downloaded:

- Workbench_9.x.xxx.xx_WINDOWS.zip file
- Workbench_9.x.xxx.xx_LINUX.tar.gz file

Please now review the **Planning** and **Prerequisites** sections of this document before continuing to the Deployment sections.

