

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workbench User's Guide

Downloading Workbench

Downloading Workbench

Follow these steps to download Workbench:

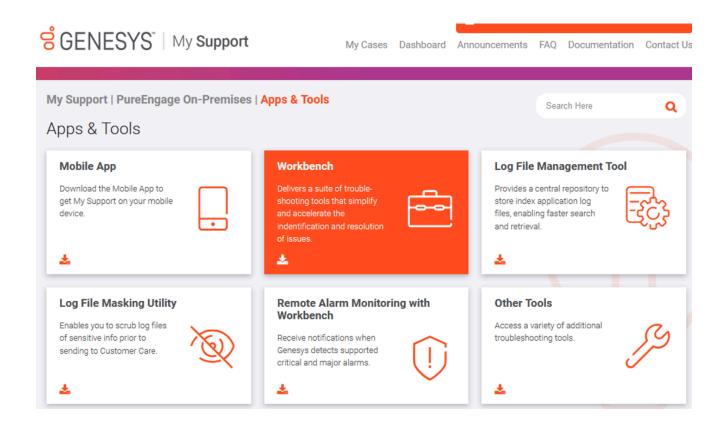
- 1. Login to My Support.
- 2. Click Continue to your Dashboard button.
- 3. On the *Dashboard* screen, select the **Apps and Tools** tile.
- 4. On the Apps and Tools screen, select the Workbench tile.
- 5. On the Genesys Care Workbench screen, click **Download Workbench** link.
- 6. On the *Terms and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

Workbench User's Guide 2



Workbench User's Guide 3