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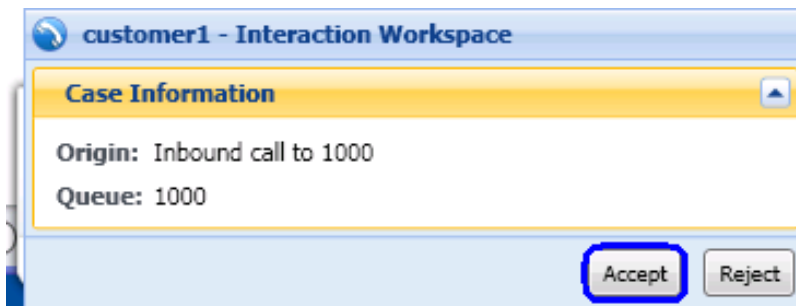
UC Connector Genesys Lync Integration Deployment Guide

Workspace Plugin for Skype for Business

Workspace Plugin for Skype for Business

Workspace Desktop Edition (formerly Interaction Workspace), the Genesys agent desktop application, includes a **plugin** for Lync / Skype for Business. This plug-in is distributed through the UC Connector CD, since UC Connector is necessary for integration with Lync / Skype for Business.

Installation of this plug-in is mandatory for an Agent deployed with Lync / Skype for Business Integration. The plug-in exercises the Lync Client SDK locally to allow answering calls from the Workspace GUI.



In effect, the Answer Call Interaction Workspace toast, shown above, implements a first-party call control answer command on the Lync / Skype for Business Client residing in the same host. Clicking it also opens up the Workspace Call Control window.

