Deployment Guide

Genesys Co-browse 9.0 Deployment Guide

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Welcome to the *Genesys Co-browse 9.0 Deployment Guide*. This document introduces you to the concepts, terminology, and procedures relevant to Genesys Co-browse. See the summary of chapters below.

About Genesys Co-browse

Find out about the core features of Genesys Co-browse.

What is Genesys Co-browse?

Genesys Co-browse Sessions

Co-browse Restrictions and Known Limitations

Deploy Genesys Co-browse

Find procedures to set up Genesys Co-browse.

Sizing Information

Installing and Deploying Genesys Co-browse

Install the Co-browse Server

Install the Interaction Workspace plug-in

Configure Genesys Workspace Web Edition

Configuration Options

Website Instrumentation

Test with the Co-browse Proxy

Testing and Troubleshooting the Co-browse Solution

Co-browsing Security

Genesys Co-browse Reporting Templates

Find templates for real-time and historical reporting.

Genesys Co-browse Reporting Templates

Pulse Reporting

CCPulse+ Reporting