

GENESYS

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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	Deploy Genesys Co-browse
Find out about the core features of	Find procedures to set up Genesys Co-
Genesys Co-browse.	browse.
What is Genesys Co-browse? Genesys Co-browse Sessions Co-browse Restrictions and Known Limitations	 Sizing Information Installing and Deploying Genesys Cobrowse 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 Cobrowse Solution Co-browsing Security

Genesys Co-browse Reporting Templates

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