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Developer's Guide

Genesys Web Engagement Developer's Guide

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This Developer's Guide includes the following introductory material to help you to understand and use Genesys Web Engagement:

- **Product Overview** — Start here for an overview of Genesys Web Engagement's features, components, and related components.
- **Architecture** — A look at the high-level architecture and event workflow for Genesys Web Engagement.
- **Visitor Identification** — Identify visitors and capture their activities on your website.
- **Engagement Models** — Define categories or business events with the Simple and Advanced Web Engagement models.
- **Application Development** — Contains information about the entire application development process, including how to create, build, and deploy your application; creating business information, categories, and rules; customizing the widgets and engagement strategies; testing with the Web Engagement Proxy; and enabling monitoring.
- **Genesyslab Sample** — A full Genesys Web Engagement sample application you can deploy and test.
- **Check Your Application Version** — Details how you can check the version of your application and the Genesys Web Engagement Servers.
- **Using the Plug-in for GAX** — Provides information about the Plug-in for Genesys Administrator Extension and how you can use it to create your Web Engagement application.
- **Using the Plug-in for IW** — Provides information about how the Plug-in for Interaction Workspace extends the IW interface to support Genesys Web Engagement.