Genesys Web Engagement Plug-in for Workspace Desktop Edition Help

Genesys Web Engagement Plug-ins for Interaction Workspace Help

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Welcome to the *Genesys Web Engagement Plug-ins for Interaction Workspace Help*. This document introduces you to the GUI elements that are added to Interaction Workspace / Workspace Desktop Edition by the GWE plug-ins and describes how to use them.

Genesys provides the following two plug-ins:

- Genesys Web Engagement Plug-in for Interaction Workspace — Use this plug-in if your Genesys environment includes Interaction Workspace 8.1.4.
- Genesys Web Engagement Plug-in for Workspace Desktop Edition — Use this plug-in if your Genesys environment includes Workspace Desktop Edition 8.5.0.

See the summary of chapters below for details about the plug-ins.

GWE Plug-ins

What are the GWE Plug-ins for Interaction Workspace / Workspace Desktop Edition?

Viewing Interaction Case Data

Viewing Contact Interaction History

Viewing Web Activity