



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Deployment Guide

Genesys Web Engagement Deployment Guide

12/18/2025

Genesys Web Engagement Deployment Guide

Welcome to the Genesys Web Engagement 8.5 Deployment Guide. This document introduces you to the concepts, terminology, and procedures relevant to Genesys Web Engagement. See the summary of chapters below.

Getting Started

Find information to help plan your Genesys Web Engagement Deployment.

[What is Genesys Web Engagement?](#)

[Deployment Scenarios](#)

[Prerequisites](#)

[Sizing](#)

Installing GWE in a Lab

Find procedures to install and configure Genesys Web Engagement in a lab environment.

[Lab Deployment Scenario](#)

[Installing Genesys Web Engagement](#)

[Automatic Provisioning](#)

Installing the GWE Plug-ins

Find procedures to install and configure the Genesys Web Engagement plug-ins.

[Installing the Plug-in for Workspace Desktop Edition](#)

[Installing the Plug-in for Genesys Administrator Extension](#)

Deploying GWE in Production

Find procedures to deploy and configure Genesys Web Engagement in a production environment.

[Production Deployment Scenario](#)

[Load Balancer Sample Configurations](#)

[External Cassandra Settings](#)

Configuring Specific Features

You can configure these features to

enable their functionality:

A Pacing Algorithm

A Chat Channel

A Web Callback Channel

Access to GeoIP Information