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Developer's Guide

Genesys Web Engagement Developer's Guide

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Welcome to the *Genesys Web Engagement 8.5.1 Developer's Guide*. This document provides information about how you can customize GWE for your website. See the summary of chapters below.

Architecture

Find information about Web Engagement architecture and functions.

[High-Level Architecture](#)
[Engagement](#)
[Notification](#)
[Monitoring](#)

Developing a GWE Application

Find procedures to develop an application.

[Creating an Application](#)
[Instrumentation Script](#)
[Starting the Web Engagement Servers](#)
[Creating a Rules Package](#)

Customizing a GWE Application

Find procedures to customize an application.

[Customizing an Application](#)
[Creating Business Information](#)
[Customizing the Engagement Strategy](#)
[Customizing the Chat Routing Strategy](#)

GWE Sample Applications

Learn about the Genesys Web Engagement Playground application.

[Playground Application](#)

Developer Tools

Find information about the GWE developer tools.

Integration

Learn how to integrate GWE with other components and media.

Simple ZAP Proxy

Advanced ZAP Proxy

Note: GWE also includes InTools, an application that helps you create, validate, and test DSL. You can read more about it in the [User's Guide](#).

Integration with Second-Party and Third-Party Media

Serving Reactive Requests with Pacing Information