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# Deployment Guide

Genesys Web Engagement Deployment Guide

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# Genesys Web Engagement Deployment Guide

Welcome to the *Genesys Web Engagement 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.

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[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.

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[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.

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

## Deploying GWE in Production

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

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[Production Deployment Scenario](#)  
[Load Balancer Sample Configurations](#)  
[External Cassandra Settings](#)

## Configuring Specific Features

You can configure these features to

enable their functionality:

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[A Pacing Algorithm](#)

[A Chat Channel \(legacy, deprecated\)](#)

[Access to GeolP Information](#)