Deployment Guide

Deployment Scenarios

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Deployment Scenarios

Genesys Web Engagement has two flavors of deployment: the simplest is appropriate for a lab environment, while a production environment requires solution that is a bit more complex. Select the appropriate tab below for details about each deployment scenario and the tasks to install and configure GWE.

> ### Important
> Genesys strongly recommends that you first install Genesys Web Engagement in a lab configuration, which will make it easier to start working with your GWE application.

Lab

Overview

This deployment is appropriate for a lab environment and consists of a single Web Engagement Server node.

Deployment Tasks

Complete the following tasks to deploy Genesys Web Engagement:

1. Review the prerequisites. Make sure your planned environment meets the requirements for Genesys Web Engagement and contains the right versions of the required Genesys components.

2. Install the Web Engagement server. Complete these procedures to configure and install the GWE Server.

3. Configure Genesys Rules System. You need to configure Genesys Rules Authoring Tool and Genesys Rules Development Tool to work with GWE.

4. Install the Plug-in for Workspace Desktop Edition. You will need this plug-in to enable chat engagement features in Workspace Desktop Edition.

5. Configure your required security. You can enable SSL, configure TLS for Genesys and GWE servers, and enable authentication for the Web Engagement Server, Workspace Desktop Edition, and the Engagement Strategy.

6. Configure your required features. You can set up the pacing algorithm, enable authentication and SSL, and more.

7. Develop an application. You're now ready to move on to the Developer's Guide, where you will learn how to develop and customize a Web Engagement application, not to mention being able to create

categories, business events, and rules.

Production

Overview

This deployment scenario is appropriate for a production environment and consists of multiple Web Engagement Server nodes. Ideally, these servers should be installed on separate hosts to provide the best performance and the best high availability.

Important

You could host your Web Engagement Servers either in DMZ or in a secure zone, along with your Chat Server(s), in order to protect your data. The Web Engagement Servers do require internet access for chat traffic, but this can be solved by using a reverse proxy, which is a standard function of most load balancers.

Important

Genesys recommends that you have a minimum of 3 Web Engagement Servers for each cluster installation. This prevents "split brain" issues in the cluster and also enables the cluster to continue operating if one of the nodes fails.

Deployment Tasks

Once you have thoroughly explored Web Engagement's features in your lab environment, you can complete the following tasks to deploy Genesys Web Engagement in production:

1. Review the prerequisites. Make sure your planned environment meets the requirements for Genesys Web Engagement and contains the right versions of the required Genesys components.

2. Install the Web Engagement servers. Complete these procedures to configure and install the nodes.

3. Configure Load Balancing. This guide includes sample configurations for Apache and Nginx, although your settings may be different depending on the architecture of your cluster.

4. Configure External Cassandra. Genesys Web Engagement requires an external Cassandra ring in your production environment. This article discusses how to do that.

5. Enable SSL. You need to use a certificate issued by a third-party Certificate Authority for a production environment.

6. Configure your other required security. You can also configure TLS for Genesys and GWE servers, and

enable authentication for the Web Engagement Server, Workspace Desktop Edition, and the Engagement Strategy.

7. Configure Genesys Rules System. You need to configure Genesys Rules Authoring Tool and Genesys Rules Development Tool to work with GWE.

8. Configure your required features. You can set up the pacing algorithm, enable authentication and SSL, and more.

9. Install the Plug-in for Workspace Desktop Edition. You will need this plug-in to enable chat engagement features in Workspace Desktop Edition.

10. Develop an application. You're now ready to develop and customize your production Web Engagement application.