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Workspace Desktop Edition Deployment Guide

Workspace Desktop Edition 8.5 Deployment Guide

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Deployment and Configuration information for **Genesys Workspace Desktop Edition** (Workspace)

These pages introduce you to Workspace Desktop Edition, the Genesys agent desktop interface. Privilege- and role-driven capabilities, as well as features that focus on the needs of the user, make Workspace a total agent solution. The Workspace agent interface enables users to invoke interactions that are related to existing interactions -- thus ensuring a consistent customer experience. Workspace is a modular application that permits expansion and customization.

See the following resources for information about how to customize and extend Workspace:

- [Workspace Developer's Guide and .NET API Reference](#)
- [Workspace Extension Examples](#)

See the following topic for information about the **Genesys Plug-ins** that are available for Workspace:

- [Workspace Plug-ins](#)

Hybrid Integrations

Some Genesys Cloud services are available for Workspace. You must prepare your environment by [provisioning a Genesys Engage Hybrid Integration](#) and [Integrating Genesys Predictive Engagement into Genesys Engage on-premises](#).

Installation and deployment introduction

Find information about concepts, features, functionality and environment.

- [Concepts and Features](#)
- [Workspace Functionality Overview](#)
- [Supported Systems and Switches](#)

Deploying Workspace

Find detailed information about planning your Workspace deployment.

- [Deploying Workspace](#)
- [Effects of Configuration Options and Privileges on Performance](#)

Deployment Procedures

Find all of the procedures that you need to install and deploy Workspace.

[Deployment Procedures for Workspace](#)

[Installing plug-ins for Workspace](#)

Provisioning Workspace

Find all of the procedures that you need to enable the features of Workspace.

[Provisioning Workspace](#)

Configuration options and privileges

Find detailed descriptions for all of the configuration options and role privileges that are available in Workspace.

[Workspace Configuration Options Reference](#)

Document change history

A list of topics that are new or that have changed since the previous release.

[New in Deployment Guide 8.5.1](#)