GENESYS™

Workspace Desktop Edition Deployment Guide

Workspace Desktop Edition 8.5 Deployment Guide

5/4/2025

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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