

## **GENESYS**

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## Workbench User's Guide

**Downloading Workbench** 

## Downloading Workbench

Follow these steps to download Workbench:

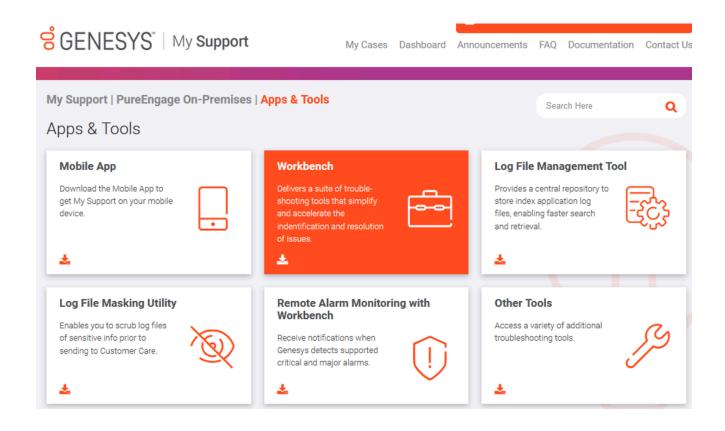
- 1. Login to My Support.
- 2. Click Continue to your Dashboard button.
- 3. On the *Dashboard* screen, select the **Apps and Tools** tile.
- 4. On the Apps and Tools screen, select the Workbench tile.
- 5. On the Genesys Care Workbench screen, click **Download Workbench** link.
- 6. On the *Terms and Conditions* screen, click the checkbox to accept the Terms and Conditions, and click **Download**.
- 7. On the zip screen, click **Download** again.

The result of the above is, depending on the target Workbench host(s) Operating System, a locally downloaded:

- Workbench\_9.x.xxx.xx\_WINDOWS.zip file
- Workbench 9.x.xxx.xx LINUX.tar.gz file

Please now review the **Planning** and **Prerequisites** sections of this document before continuing to the Deployment sections.

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