GENESYS™

Genesys Predictive Engagement Release Notes

November 9, 2018

6/2/2026

Contents

Release Notes for the **November 9, 2018** release of the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

Genesys Predictive Engagement Plugin for Workspace Desktop Edition Version 9.0.001.01

This is the first release of Genesys Predictive Engagement Plugin for Workspace Desktop Edition. The Genesys Predictive Engagement Plugin displays customer journey information to enable sales and service agents in better assisting customers and prospects.

Deployment features

Deployment-related features of the Genesys Predictive Engagement Plugin include:

- Support for Non-ClickOnce deployments with Workspace Desktop Edition
- Access control by roles and permissions
- HTTP forward proxy for outgoing traffic from agent workstations

For more information, see Genesys Predictive Engagement Plugin for Workspace Desktop Edition Guide.

More Release Information

Other Genesys Resources

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