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Genesys Predictive Engagement Plugin for Workspace Desktop Edition Deployment Guide

7/27/2024

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Prerequisites

This article describes the prerequisites for the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

The prerequisites for the Genesys Predictive Engagement Plugin for Workspace Desktop Edition are:

- Workspace Desktop Edition
 - 8.5.133.02 or higher
- Installed Frameworks
 - Microsoft Visual C++ 2013 Redistributable or newer
 - .NET Framework 4.5.2 or newer
- Supported Platforms
 - Windows 7 (x86/x64)
 - Windows 8 (x86/x64)
 - Windows 10 (x86/x64)
 - Windows Server 2012 (x64)
 - Windows Server 2016 (x64)
- An active Genesys Predictive Engagement organization
- Genesys Cloud CX Single Sign-On (SSO) configured for Workspace Desktop Edition (for more details see the Genesys Cloud CX provisioning steps at Provisioning Genesys Multicloud CX Hybrid Integrations).
- Agent desktop with public Internet access
 - To configure a proxy for Internet access, see Set Genesys Predictive Engagement configuration options for Workspace Desktop Edition.

Install the Genesys Predictive Engagement Plugin for Workspace Desktop Edition

Contents

- [1 Install the Genesys Predictive Engagement Plugin for Workspace Desktop Edition](#)

This article describes how to install the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

Install the Genesys Predictive Engagement Plugin for Workspace Desktop Edition

Only Non-ClickOnce deployments of the plugin are supported.

To install the Genesys Predictive Engagement Plugin for Workspace Desktop Edition, follow the instructions for Installing Plugins For Workspace.

Configure the Genesys Predictive Engagement Plugin for Workspace Desktop Edition

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- **1 Configure the Genesys Predictive Engagement Plugin for Workspace Desktop Edition**
 - **1.1 1. Create the Genesys Predictive Engagement Plugin application template**
 - **1.2 2. Set Genesys Predictive Engagement configuration options for Workspace Desktop Edition**
 - **1.3 3. Set Genesys Predictive Engagement role privileges for Workspace Desktop Edition users**

Configure the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

Configure the Genesys Predictive Engagement Plugin for Workspace Desktop Edition

Important

Prerequisite: To configure the Genesys Predictive Engagement Plugin for Workspace Desktop Edition, you need the Genesys Predictive Engagement Plugin Installation Package. The installation package contains the application template files that Genesys Administrator uses to create the configuration.

To configure the Genesys Predictive Engagement Plugin with Genesys Administrator:

1. Create the Genesys Predictive Engagement Plugin application template
2. Set Genesys Predictive Engagement configuration options
3. Set Genesys Predictive Engagement role privileges for Interaction Workspace users

1. Create the Genesys Predictive Engagement Plugin application template

The Genesys Predictive Engagement Plugin application template allows you to associate Genesys Multicloud CX users to the new roles and permissions that are specific to the Genesys Predictive Engagement Plugin for Workspace Desktop Edition.

In Genesys Administrator, import the Genesys Predictive Engagement Plugin application template from the Genesys Predictive Engagement Installation Package. The Genesys Predictive Engagement Installation Package provides the following:

- Predictive_Engagement_plugin_Workspace_Desktop_Edition_900.apd. This is the application template file.
- Predictive_Engagement_plugin_Workspace_Desktop_Edition_900.xml. This is the metadata file.

For more information, see *Importing Application Templates* and *Importing Application Metadata* in *Application Templates*.

2. Set Genesys Predictive Engagement configuration options for

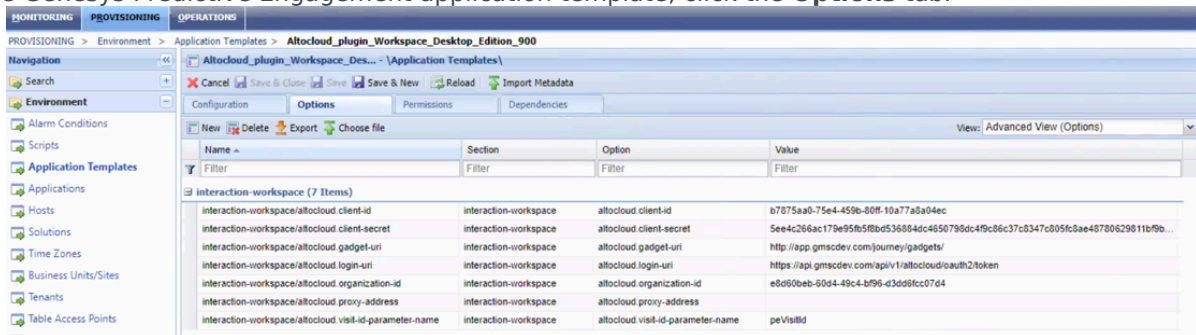
Workspace Desktop Edition

When you imported the application template, application options were also imported. Each application option has a default value that you need to set for your organization. These options allow the Genesys Predictive Engagement Plugin to authenticate with Genesys Predictive Engagement servers to display customer journey data in Workspace Desktop Edition.

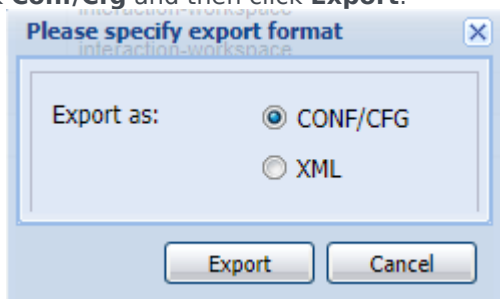
To configure Workspace Desktop Edition to work with Genesys Predictive Engagement, set the Genesys Predictive Engagement options within the Workspace Desktop Edition application options. The quickest way to do this is to export the Genesys Predictive Engagement option and then import them into the Workspace Desktop Edition options.

Export application options

1. In the Genesys Predictive Engagement application template, click the **Options** tab.

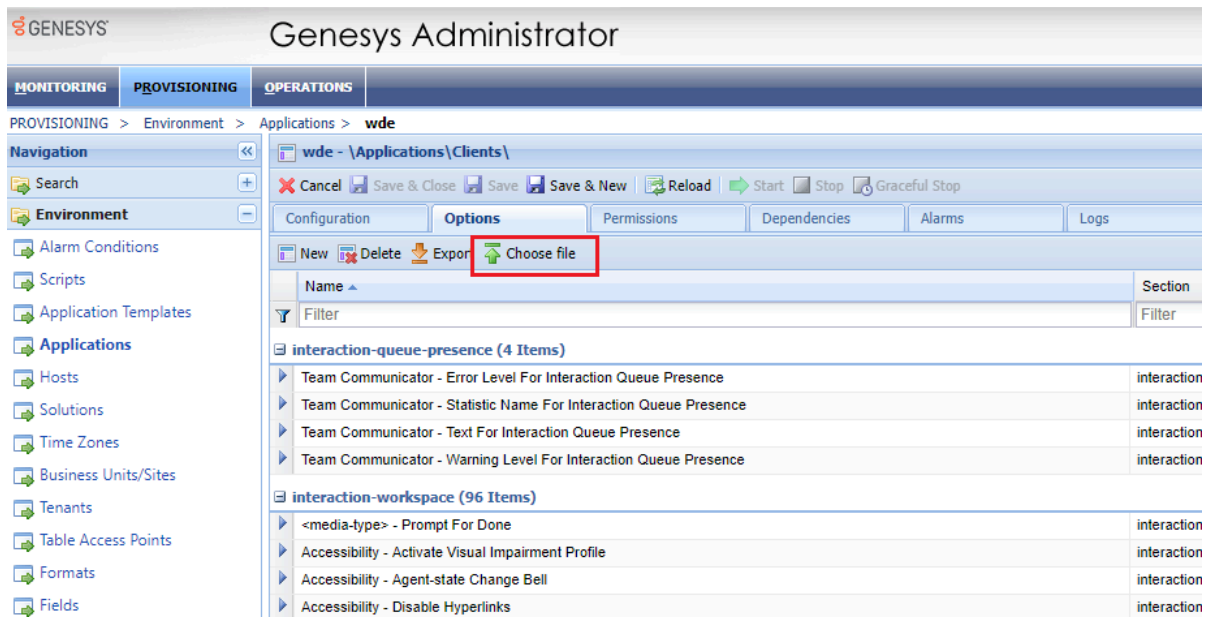


2. Click **Export**.
3. Click **Conf/Cfg** and then click **Export**.

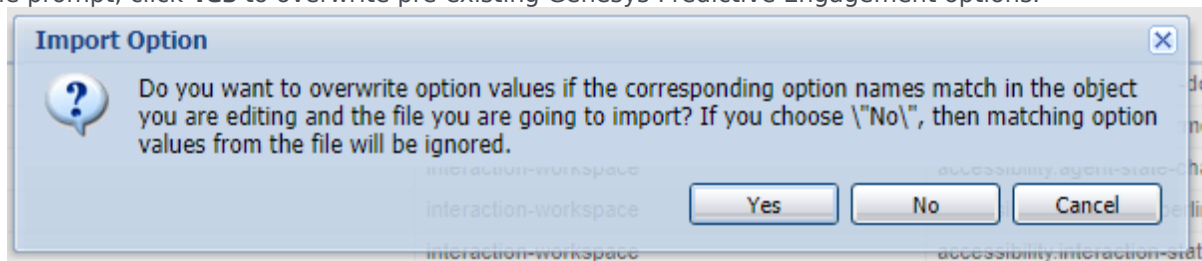


Import the Genesys Predictive Engagement options into Workspace Desktop Edition

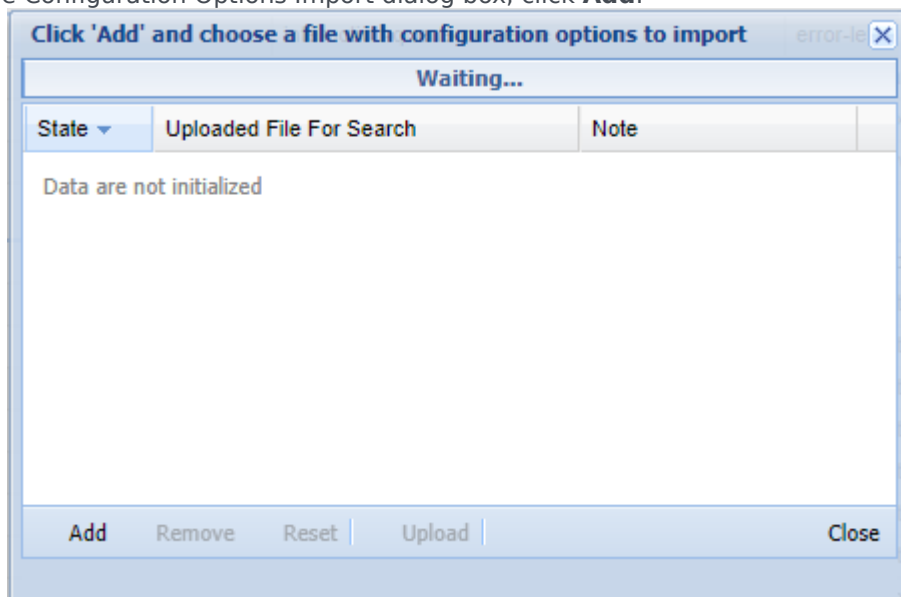
1. Open Environment -> Applications. Open Workspace Desktop Edition.
2. Click the **Options** tab.
3. Click **Choose File**.



4. At the prompt, click **Yes** to overwrite pre-existing Genesys Predictive Engagement options.



5. In the Configuration Options Import dialog box, click **Add**.



6. Select the file that was created when you exported the Genesys Predictive Engagement options.
7. Type "altocloud" into the options name filter to display the newly added Genesys Predictive Engagement options.
8. Configure the imported Genesys Predictive Engagement options with your organization credentials. For information on each option, see Configuration options.

Configuration options

Option	Description	Notes
altocloud.gadget-uri	This is where the Genesys Predictive Engagement Journey UI is hosted.	Used to specify a custom Journey UI URI. When this value is empty, the URI will be deduced from the Base URI of the SSO login URI (Link needed to hybrid_integration configuration options)
altocloud.proxy-address	Set this option accordingly if you require the use of proxy server to access Internet resources.	This is optional setting for organizations who need a proxy to access the Genesys Predictive Engagement functionality.
altocloud.proxy-username	User name used to access the proxy (if applicable)	This is optional setting for organizations who need a proxy to access the Genesys Predictive Engagement functionality.
altocloud.proxy-password	Password of the proxy, if applicable	This is optional setting for

Option	Description	Notes
		organizations who need a proxy to access the Genesys Predictive Engagement functionality.

Deprecated Options

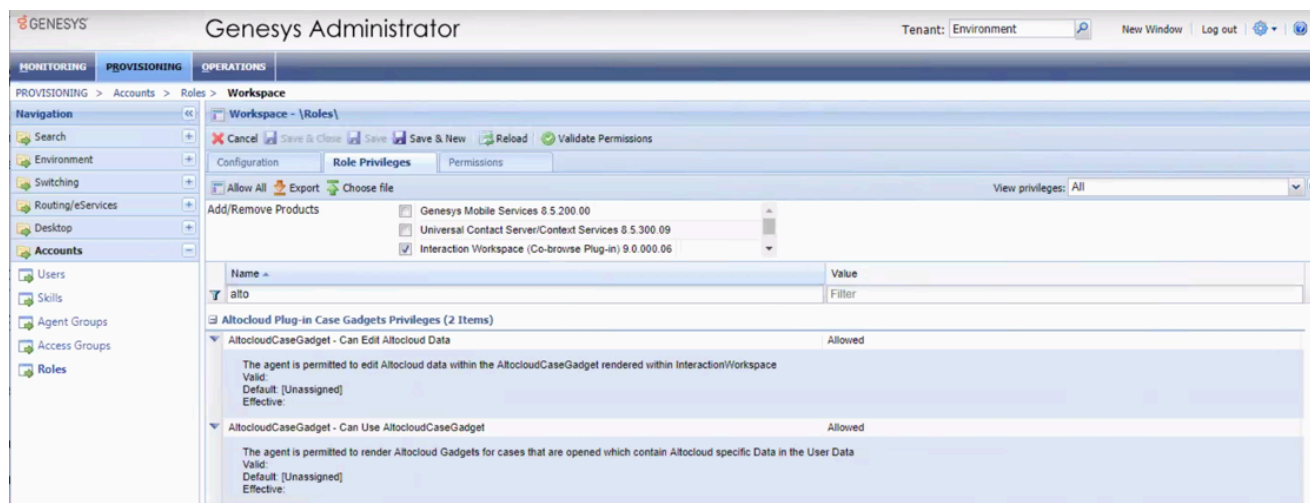
These options will be displayed after importing the Predictive Engagement templates. They are only required for 9.0.001.01 version of the plugin, and are maintained for backwards compatibility purposes.

Option	Description	Notes
altocloud.client-id	Use the Client ID value of the OAuth application that you created for Genesys Multicloud CX.	This allows the client to be authenticated to the Genesys Predictive Engagement server.
altocloud.client-secret	Use the Client Secret value of the OAuth application that you created for Genesys Multicloud CX.	This allows the client to be authenticated to the Genesys Predictive Engagement server
altocloud.region	The region of the Genesys Predictive Engagement Organization	<ul style="list-style-type: none"> • United States: use2 • Europe (Dublin): euw1 • Asia Pacific (Sydney): apse2
altocloud.organization-id	This is a unique ID assigned by Genesys.	If you do

Option	Description	Notes
		not know your organization ID, contact customercare@genesys.com
altocloud.target-cmc	Specifies that the Genesys Predictive Engagement organization should use the legacy process for authentication	If you do not know which platform your Genesys Predictive Engagement organization is in, contact customercare@genesys.com

3. Set Genesys Predictive Engagement role privileges for Workspace Desktop Edition users

Genesys Predictive Engagement role privileges allow agents to use the Genesys Predictive Engagement Plugin based on their assigned roles within Genesys Administrator. After you create the application template, you see the Genesys Predictive Engagement role privileges when you configure a role in Genesys Administrator. They appear under the "Workspace" product.



To configure your Workspace Desktop Edition with roles and privileges for agents, see [Creating a Role](#) and allowing a Workspace privilege and assigning a Role to an agent or agent group.

After you successfully create the Genesys Predictive Engagement application template, Genesys Predictive Engagement role privileges appear under "**Genesys Predictive Engagement Plug-in**

Case Gadgets Privileges". To see the description of a role, click the arrow to the left of its row.