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Genesys Predictive Engagement Plugin for Workspace Desktop Edition Deployment Guide

About the Genesys Predictive Engagement Plugin for Workspace Desktop Edition

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The Genesys Predictive Engagement plugin for Workspace Desktop Edition presents customer journey information from Genesys Predictive Engagement content in Genesys Multicloud CX agent workspaces.

Deployment features

Deployment-related features of the Genesys Predictive Engagement Plugin for Workspace Desktop Edition include:

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