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Genesys Predictive Engagement Plugin for Workspace Desktop Edition Deployment Guide

[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.