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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.