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Workspace Web Edition Private Edition Guide

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Find links to all the topics in this guide.

Related documentation:

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Workspace Web Edition is a service available with the Genesys Multicloud CX private edition offering.

Overview

Learn more about Workspace Web Edition, its architecture, and how to support high availability and disaster recovery.

- About Workspace Web Edition
- Architecture
- High availability and disaster recovery

Configure and deploy

Find out how to configure and deploy Workspace Web Edition.

- Before you begin
- Configure Workspace Web Edition
- Provision Workspace Web Edition
- Deploy Workspace Web Edition

Upgrade, roll back, or uninstall

Find out how to upgrade, roll back, or uninstall Workspace Web Edition.

- Upgrade, rollback, or uninstall Workspace Web Edition

Observability

Learn how to monitor Workspace Web Edition with metrics and logging.

- Observability in Workspace Web Edition
- Workspace Web Edition metrics and alerts
- Logging

Feature Configuration

Learn how to configure specific application features.

- Agent Assist integration
- Rich message support in History views

About Workspace Web Edition

Contents

- [1 Cloud platform support](#)

Learn about Workspace Web Edition and how it works in Genesys Multicloud CX private edition.

Related documentation:

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Workspace Web Edition Agent Workspace enables contact center agents and supervisors to communicate with customers and team members through phone calls, Outbound Campaigns, and Genesys Digital channels, such as chat, email, social media, SMS, WhatsApp, and workitems. Supervisors can use Workspace to monitor and coach their teams.

Agent Workspace lets contact center agents and supervisors:

- communicate with customers and team members through phone calls and Outbound Campaigns and Genesys Digital channels, including voice, chat, email, social media, SMS, WhatsApp, and workitems
- get help from team members
- meet contact center expectations and personal KPIs
- find and manage contact information
- retrieve work from personal and group workbins
- search for existing interactions
- provide standard responses
- engage in co-browsing your corporate website
- track customer journeys

Cloud platform support

Workspace Web Edition is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)

See the Agent Workspace and Gplus Adapter Release Notes for information about when support was introduced.

Architecture

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- [1 Introduction](#)
- [2 Architecture diagram — Data flows](#)
- [3 Architecture diagram — Connections](#)
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Learn about Workspace Web Edition architecture

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Introduction

The static Workspace Web Edition (WWE) code is bundled in a dedicated NGINX Docker image at build time, ensuring the immutability of the WWE web application content in a Private Edition Kubernetes cluster environment.

WWE is shipped as a Docker image to take advantage of the Multicloud standards such as:

- Pipeline (including Security)
- Repositories
- Shipping logistics

WWE is deployed as part of the Genesys Web Services Kubernetes Services. Client users (agents) use a web browser running the Agent Workspace to access Workspace Web Edition (WWE), Genesys Web Services (GWS), Genesys Authentication Service (Gauth), and WebRTC containers through the inbound gateway.

The suite-level architecture diagram is on the suite-level Architecture page.

In the architecture diagram, the dotted lines from the browser, going through External Ingress and Ingress Controller, to the non-wwe namespace resources represents the connectivity to the back-end services that expose the APIs used by the WWE web application running in the browser. These services are required for WWE to operate. Refer to the following documentation for details about their respective connectivity:

- Genesys Authentication Private Edition Guide
- Genesys Web Services and Applications Private Edition Guide
- WebRTC Private Edition Guide
- Telemetry Service Private Edition Guide
- Digital Channels Private Edition Guide

For information about the overall architecture of Genesys Multicloud CX private edition, see the high-level Architecture page.

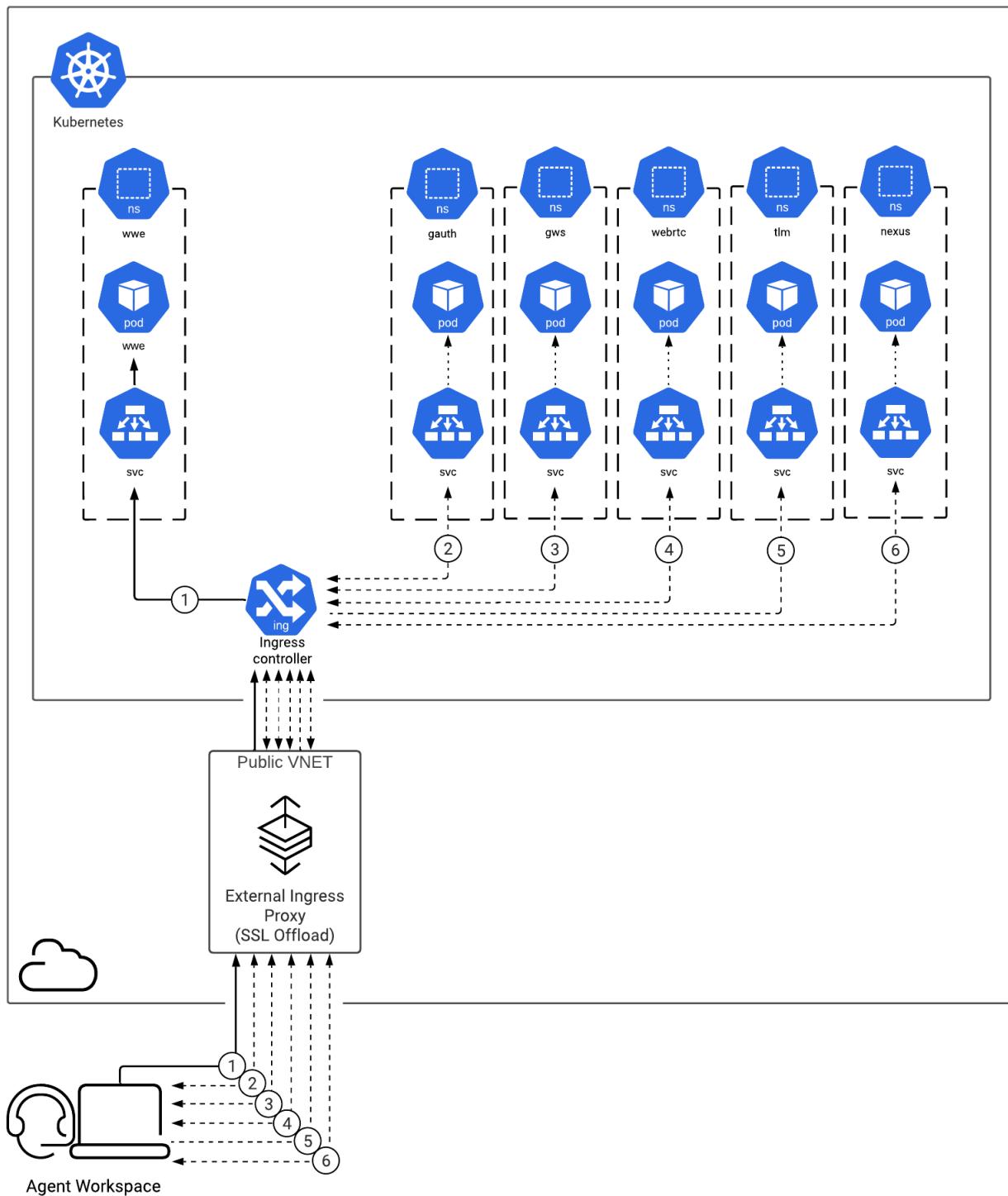
The following diagrams show the Workspace Web Edition architecture.

- Architecture diagram — Data flows is from the point of view of data.
- Architecture diagram — Connections is from the point of view of network connections.

See also High availability and disaster recovery for information about high availability/disaster recovery architecture.

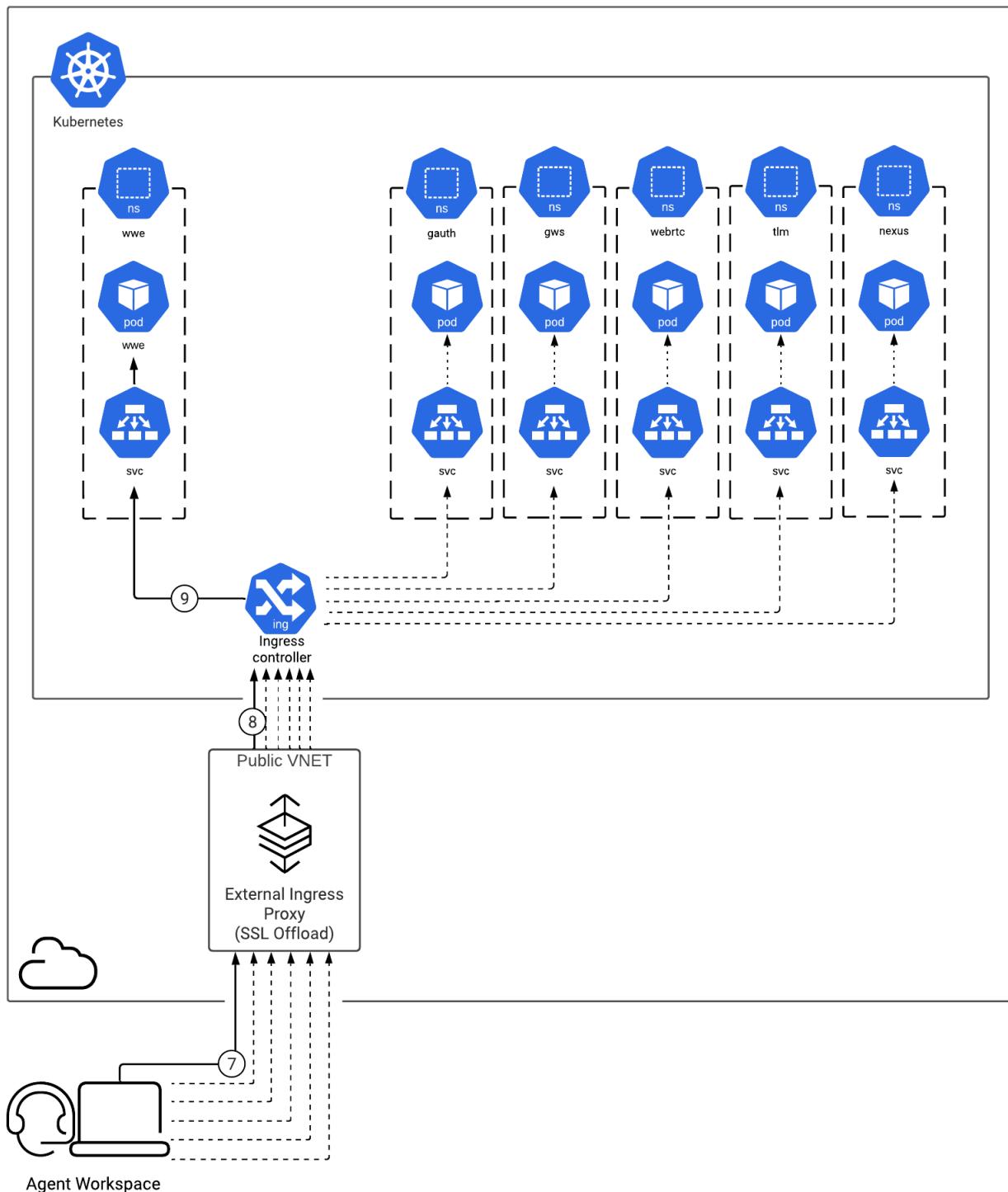
Architecture diagram — Data flows

The numbers on the connection lines refer to the connection numbers in the table that follows the diagrams. The direction of the arrows indicates the direction of data flows.



Architecture diagram — Connections

The numbers on the connection lines refer to the connection numbers in the table that follows the diagrams. The direction of the arrows indicates where the connection is initiated (the source) and where an initiated connection connects to (the destination), from the point of view of Workspace Web Edition as a service in the network.



Connections table

The connection numbers refer to the numbers on the connection lines in the diagrams. The **Source**, **Destination**, and **Connection Classification** columns in the table relate to the direction of the arrows in the Connections diagram above: The source is where the connection is initiated, and the destination is where an initiated connection connects to, from the point of view of Workspace Web Edition as a service in the network. *Egress* means the Workspace Web Edition service is the source, and *Ingress* means the Workspace Web Edition service is the destination. *Intra-cluster* means the connection is between services in the cluster.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
1	Browser	Workspace Web Edition	HTTPS	443	Ingress	HTML 5 content required to render WWE in the browser.
2	Browser	Genesys Authentication	HTTPS	443	Ingress	Authentication information (depending on authentication model), such as user credentials, JWT token, and so on. Refer to .
3	Browser	Genesys Web Services and Applications	HTTPS	443	Ingress	<p>Refer to .</p> <ul style="list-style-type: none"> • Provisioning data related to this agent. • Contact and Interaction History records. • Agent and System Statistics. • Interaction Business Data.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						<ul style="list-style-type: none"> Interaction Control requests and events. Digital interaction content.
4	Browser	WebRTC Media Service	HTTPS	443	Ingress	VoIP control and media streams of WebRTC calls. Refer to .
5	Browser	Telemetry Service	HTTPS	443	Ingress	Metrics, Events, and Logs (cleared of customer data) generated by the browser. Refer to .
6	Browser	Digital Channels	HTTPS	443	Ingress	Digital interaction content. Refer to .
7	Browser	Inbound Gateway	HTTPS	443	Ingress	HTML 5 content required to render WWE in the browser.
8	Ingress proxy	Ingress controller	HTTPS	443	Intra-cluster	HTML 5 content required to render WWE in the browser.
9	Ingress controller	Workspace Web Edition	HTTP	8080	Intra-cluster	HTML 5 content required to render WWE in the browser.

High availability and disaster recovery

Find out how this service provides disaster recovery in the event the service goes down.

Related documentation:

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Service	High Availability	Disaster Recovery	Where can you host this service?
Workspace Web Edition	$N = N (N+1)$	Active-spare	Primary or secondary unit

See High Availability information for all services: [High availability and disaster recovery](#)

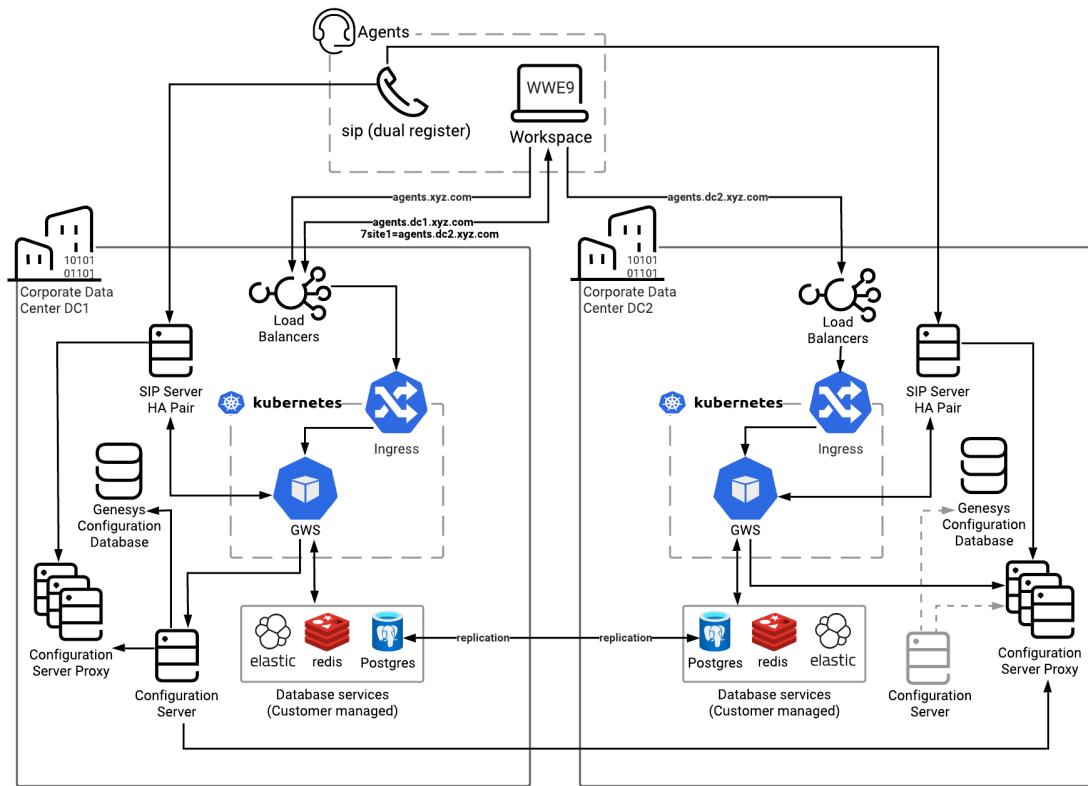
To support High Availability and Disaster Recovery, Workspace Web Edition should be deployed as part of Genesys Web Services in multiple regions.

To maintain business continuity without requiring user manual switching to the backup region, the Workspace Web Edition application (browser-side) automatically fails over to the backup region when it detects a loss of connectivity to the primary region. The application notifies the agent (end user) of the failover operation in progress and might prompt for re-authentication.

Refer to the Architecture topic for information about HLA architecture.

Smart Failover for Workspace Users

Smart failover support for Workspace users is provided by Genesys Web Services and Applications (GWS).



- SIP phone dual-registers to both data centers.
- SIP HA handles SIP Server failover.
- Various DNs are provisioned in both SIP Servers, so that agents can operate in either SIP Server deployment.
- An agent's browser is set up with a link to the Workspace application. For Smart Failover, DNS resolution is used to return the URL to the local data center's GWS/Workspace app with the address of the backup site specified as the URL parameter.
- CometD connection (through HTTPS) is maintained with the Workspace client.

Workspace Agent Site Selection

Workspace uses DNS to select and distribute Workspace agents across sites and load balance between nodes.

- The browser uses DNS to resolve the common URL address to the local site. The link to the backup site should also be included in the name resolution:
`https://agents.xyz.com`
`https://agents.dc1.xyz.com?site-1=agents.dc2.xyz.com`
- The browser fetches the Workspace application from the data center specified in the DNS (DC1).
- Session stickiness persists the link from the browser app to the GWS instance handling the agent's desktop.

If there is an issue with the current site, Workspace senses this (due to the loss of the CometD connection) and reconnects to the DR site URL specified in the parameter (example, ?site-1=agents.dc2.xyz.com).

DNS configuration is an important element of this solution and depends on your load balancer/proxy. It needs to support name resolution to the local site, addition of the site-X URL parameter, and sticky sessions.

Configuration Server

Configuration Server Proxies are deployed in both data centers to handle requests for configuration information. One data center has a live Configuration Server for making updates. A cold standby pair exists within the other data center.

During a data center failure, the Configuration Server Proxies in the remaining data center handle requests. Configuration updates are not possible. If needed, the cold standby Configuration Server can be turned on in the remaining data center, assuming that configuration database replication is enabled between sites. If the cold standby Configuration Server is turned on, the Configuration Server Proxies need to re-establish a connection with the new operational Configuration Server. Expect performance impacts from switching over.

Failover Scenarios

Voice Channel

If the SIP phone loses connection to SIP Servers in one data center, it re-connects to SIP Servers in the other data center, based on SIP/dual registration protocol. Existing voice calls might be lost.

GWS monitors the connection to the SIP Server session. The connection drops when the SIP Server goes down. GWS notifies an application in the agent's browser about the Voice channel unavailability with the ServiceStateChanged UNAVAILABLE event.

Workspace

Workspace triggers a disaster recovery failover to another site based on the following triggers:

- DN unregistration (DNStateChanged Inactive event received)
- Voice channel unavailability (ServiceStateChanged UNAVAILABLE event received)
- CometD real-time channel loss
- Workspace initialization issues at login
- Registration failure for Softphone
- Registration failure for WebRTC

The Workspace application needs to authenticate in order to log in to the backup site. The single sign-on (SSO) integration automatically logs in to the backup site without requiring the agent to enter the password.

Data Center

If the entire data center fails, both the voice channel and the Workspace application fail. This impacts both CometD connections to the Workspace client, forcing it to reconnect to the backup site. The SIP endpoint also switches over to the other site.

Ports

Contents

- [1 Ports and protocols for Workspace Web Edition](#)

Related documentation:

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Ports and protocols for Workspace Web Edition

Included Service	Protocol	Port	Type of data	Comment
	HTTP	80	Web static content	Kubernetes service port (default)
	HTTP	8080	Web static content	Container port (default)

Before you begin

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- [1 Limitations and assumptions](#)
- [2 Download the Helm charts](#)
- [3 Third-party prerequisites](#)
- [4 Storage requirements](#)
- [5 Network requirements](#)
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- [7 Genesys dependencies](#)
 - [7.1 Mandatory Dependencies](#)
 - [7.2 Optional Dependencies](#)
 - [7.3 Miscellaneous desktop-side optional dependencies](#)
- [8 GDPR support](#)

Find out what to do before deploying Workspace Web Edition.

Related documentation:

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Limitations and assumptions

There are no limitations or assumptions related to the deployment.

Download the Helm charts

The Workspace Web Edition Helm charts are included in the Genesys Web Services (GWS) Helm charts. You can access them when you download the GWS Helm charts from JFrog using your credentials.

See Helm charts and containers for Genesys Web Services and Applications for the Helm chart version you must download for your release.

For information about downloading Genesys Helm charts from JFrog Edge, refer to this article: [Downloading your Genesys Multicloud CX containers](#).

Third-party prerequisites

Not applicable

Storage requirements

There are no specific storage requirements for Workspace Web Edition.

Network requirements

Network requirements include:

- Required properties for ingress:
 - Cookies usage: None
 - Header requirements - client IP & redirect, passthrough: None
 - Session stickiness: None
 - Allowlisting - optional: None
 - TLS for ingress - optional (you can enable or disable TLS on the connection): Though annotation like any UI or API in the solution
- Cross-region bandwidth: N/A
- External connections from the Kubernetes cluster to other systems: N/A
- WAF Rules (specific only for services handling internet traffic): N/A
- Pod Security Policy: N/A
- High-Availability/Disaster Recovery: Refer to High availability and disaster recovery
- TLS/SSL Certificate configurations: No specific requirements

Browser requirements

You can use any of the supported browsers to run Agent Workspace on the client side.

Genesys dependencies

Mandatory Dependencies

The following services must be deployed and running before deploying the WWE service. For more information, refer to Order of services deployment.

- Genesys Authentication Service:
 - A redirect must be configured in Auth/Environment to allow an agent to login from the WWE URL. The redirect should be configured in the Auth onboarding script, according to the DNS assigned to the WWE service.
- GWS services:
 - The CORS rules for WWE URLs must be configured in GWS. This should be configured in the GWS onboarding script, according to the DNS assigned to the WWE service.
 - The GWS API URL should be specified at the WWE deployment time as part of the Helm values.

- TLM service:
 - The CORS rules for the domain where WWE is declared must be configured in Telemetry Service (TLM). For example: genesysengage.com

Optional Dependencies

Depending on the deployed architecture, the following services must be deployed and running before deploying the WWE service:

- WebRTC Service: To allow WebRTC in the browser
- Telemetry Service: To allow browser observability (metrics and logs)

Miscellaneous desktop-side optional dependencies

The following software must or might be deployed on agent workstations to allow agents to leverage the WWE service:

- **Mandatory:** A browser referenced in the supported browser list.
- **Optional:** Genesys Softphone: a SIP or WebRTC softphone to handle the voice channel of agents.

GDPR support

Workspace Web Edition does not have specific GDPR support.

Configure Workspace Web Edition

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- [1 Override Helm chart values](#)
- [2 Create the values.yaml file](#)
- [3 Configure Kubernetes](#)
- [4 Configure security](#)

Learn how to configure Workspace Web Edition.

Related documentation:

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Override Helm chart values

You can override values in the Helm charts to configure Workspace Web Edition (WWE) by using the `--set` flag or by creating the `values.yaml` file. For more information about how to override Helm chart values, see [Overriding Helm chart values](#).

Refer to the **Parameters** table for a full list of overridable values for WWE.

Parameters

Parameter	Description	Default	Valid Values
wwe.image.registry	docker registry	pureengage-docker-staging.jfrog.io	A valid registry
wwe.image.repository	docker repository	wwe	Valid repository in the registry
wwe.image.name	Image name	ui	Name of the WWE image
wwe.image.tag	WWE image version	100.0.000.50	Valid version of the WWE image
wwe.image.imagePullSecrets	Image pull secrets	[]	Array of pull secrets to use to pull from registry
wwe.image.imagePullSecrets	Image pull secrets	[]	Array of pull secrets to use to pull from registry
wwe.service.enabled	Create k8s service	true	Boolean
wwe.service.type	k8s service type	ClusterIP	Kubernetes Service Type value
wwe.service.port	k8s service port	80	Valid port number
wwe.ingress.enabled	enabling ingress	false	Boolean
wwe.ingress.annotations	ingress annotations	{}	Key/value map of annotations

Parameter	Description	Default	Valid Values
wwe.ingress.hosts	host configurations	{}	Valid host kubernetes Ingress mapping
wwe.ingress.tls	TLS based security enabling	{}	Valid tls kubernetes Ingress mapping
wwe.resources.limits.cpu	Maximum amount of CPU K8s allocates for container	"4"	Number of milicpu. See k8s doc
wwe.resources.limits.memory	Maximum amount of Memory K8s allocates for container	6Gi	Bytes allocation
wwe.resources.requests.cpu	Guaranteed CPU allocation for container	500m	Number
wwe.resources.requests.memory	Guaranteed Memory allocation for container	4Gi	Bytes allocation
wwe.deployment.strategy	k8s deployment strategy	{}	Kubernetes deployment strategy map
wwe.livenessProbe.httpGet.path	liveness prob path	/index.html	Valid internal pass
wwe.livenessProbe.httpGet.port	liveness prob port to use	http	http
wwe.livenessProbe.initialDelaySeconds	liveness prob startup delay	10	Number
wwe.livenessProbe.periodSeconds	liveness prob check interval	5	Number
wwe.livenessProbe.failureThreshold	liveness prob failure count	3	Number
wwe.livenessProbe.timeoutSeconds	liveness prob timeout seconds	5	Number
wwe.readinessProbe.httpGet.path	readiness prob path	/index.html	Valid internal pass
wwe.readinessProbe.httpGet.port	readiness prob port to use	http	http
wwe.readinessProbe.initialDelaySeconds	readiness prob startup delay in seconds	10	Number
wwe.readinessProbe.periodSeconds	readiness prob check interval in seconds	5	Number
wwe.readinessProbe.failureThreshold	readiness prob failure count	3	Number
wwe.readinessProbe.timeoutSeconds	readiness prob timeout seconds	5	Number
wwe.priorityClassName	k8s priority class name	"	Valid priority class
wwe.affinity	pod affinity	{}	Kubernetes Pod affinity map
wwe.nodeselector	k8s node selector map	{}	Kubernetes node selector map
wwe.tolerations	pod toleration	[]	Kubernetes pod tolerations list

Parameter	Description	Default	Valid Values
wwe.autoscaling.enabled	activate auto scaling	true	Boolean
wwe.autoscaling.targetCPUUtilizationPercentage	CPU percentage autoscaling trigger	40	Number
wwe.autoscaling.targetMemoryUtilizationPercentage	Memory percentage autoscaling trigger	80	Number
wwe.context.envs.optimizedConfig	Activate WVE optimized config	false	Boolean
wwe.context.envs.gwsUrl	Url of GWS API	``	Valid GWS API url
grafanaDashboard.enabled	Deploy the grafana Dashboard	false	Boolean
securityContext	Pod security context	{runAsNonRoot:true,runAsUser:500,runAsGroup:500,fsGroup:500}	

Create the values.yaml file

From the following sample file, create the **values.yaml** file with appropriate overrides for a sample deployment.

Note: **ingress** should be enabled and set with an appropriate hostname and the value for **gwsUrl** must be set with the external GWS URL:

```
context:
  envs:
    optimizedConfig: false
    gwsUrl: 'https://'
```

For example:

```
namespace: wwe
nameOverride: ""
fullnameOverride: ""

securityContext:
  runAsNonRoot: true
  runAsUser: 500
  runAsGroup: 500
  fsGroup: 500

podLabels: {}
podAnnotations: {}

wwe:
  image:
    registry:
    repository: gws
    name: gws-ui-workspace
    tag:
    pullPolicy: IfNotPresent
    imagePullSecrets: []
  service:
```

```
enabled: true
type: ClusterIP
port: 80
ingress:
  enabled: true
  hosts:
    # Example
    - host: wwe.apps.vce-c0.eps.genesys.com
      paths:
        - path: '/'
          port: 443
  annotations: {}
# Example
# cert-manager.io/cluster-issuer: letsencrypt-prod-nginx
# nginx.ingress.kubernetes.io/ssl-redirect: "false"
# kubernetes.io/ingress.class: nginx01-internal
# nginx.ingress.kubernetes.io/proxy-body-size: "0"
  tls:
    # Example
    - secretName: ""
      hosts:
        - wwe.apps.vce-c0.eps.genesys.com
  serviceName: wwe
  deployment:
    type: Deployment
    replicaCount: 3
    minReplicas: 1
    maxReplicas: 10
    strategy: {}
  annotations: {}
  livenessProbe:
    httpGet:
      path: /index.html
      port: http
    initialDelaySeconds: 10
    periodSeconds: 5
    failureThreshold: 3
    timeoutSeconds: 5
  readinessProbe:
    httpGet:
      path: /index.html
      port: http
    initialDelaySeconds: 10
    periodSeconds: 5
    failureThreshold: 3
    timeoutSeconds: 5
  context:
    envs:
      optimizedConfig: false
      gwsUrl: 'https://'
  resources:
    requests:
      cpu: 500m
      memory: 2Gi
    limits:
      cpu: "1"
      memory: 6Gi
  priorityClassName:
  affinity: {}
  nodeSelector:
    genesysengage.com/nodepool:
  tolerations: []
  labels: {}
```

```
autoscaling:  
  enabled: true  
  targetCPUUtilizationPercentage: 40  
  targetMemoryUtilizationPercentage: 80
```

Configure Kubernetes

There is no specific Kubernetes configuration required for Workspace Web Edition.

Configure security

The security context settings define the privilege and access control settings for pods and containers.

By default, the user and group IDs are set in the **values.yaml** file as 500:500:500, meaning the **genesys** user.

```
securityContext:  
  runAsNonRoot: true  
  runAsUser: 500  
  runAsGroup: 500  
  fsGroup: 500
```

Provision Workspace Web Edition

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- 1 Workspace Web Edition configuration in Agent Setup
- 2 Tenant provisioning
- 3 Provisioning WWE Ingress in AKS
 - 3.1 Create or download the `wwe-ingress.yaml` file
 - 3.2 Apply the yaml file to your namespace

- Administrator

Learn how to provision Workspace Web Edition.

Related documentation:

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Workspace Web Edition configuration in Agent Setup

Use Agent Setup to configure your contact center, provision agents, and set up Workspace Web Edition.

Tenant provisioning

All Workspace Web Edition functionality are provisioned using Agent Setup, including the creation of Agents.

Provisioning WWE Ingress in AKS

Create or download the `wwe-ingress.yaml` file

Use the following **wwe-ingress.yaml** file template to create an ingress for WWE, adjusting the namespace according to your deployment):

```
apiVersion: extensions/v1beta1
kind: Ingress
metadata:
  name: wwe-ingress
  namespace: wwe
  annotations:
    # add an annotation indicating the issuer to use.
    cert-manager.io/cluster-issuer: "selfsigned-cluster-issuer"
    # Custom annotations for NGINX Ingress Controller
    kubernetes.io/ingress.class: "nginx"
    nginx.ingress.kubernetes.io/ssl-redirect: "false"
```

```
nginx.ingress.kubernetes.io/use-regex: "true"
spec:
  rules:
  - host: wwe.test.dev
    http:
      paths:
      - path: /.*
        backend:
          serviceName: wwe-wwe-nginx
          servicePort: 80
  tls:
  - hosts:
    - wwe.test.dev
    secretName: wwe-ingress-cert
```

Apply the yaml file to your namespace

Use the following command to apply the yaml ingress file you created to your namespace:

```
$ kubectl apply -f wwe-ingress.yaml -n wwe
```

Deploy Workspace Web Edition

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- 2 Deploying in GKE
 - 2.1 Prerequisites for GKE
 - 2.2 Environment Preparation for GKE
 - 2.3 WWE installation on GKE
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- 3 Deploy in AKS
 - 3.1 Prerequisites
 - 3.2 Login to AKS cluster
 - 3.3 Connect to cluster
 - 3.4 Environment preparation
 - 3.5 WWE Installation

Learn how to deploy Workspace Web Edition (WWE) into a private edition environment.

Related documentation:

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Assumptions

- The instructions on this page assume you are deploying the service in a service-specific namespace, named in accordance with the requirements on [Creating namespaces](#). If you are using a single namespace for all private edition services, replace the namespace element in the commands on this page with the name of your single namespace or project.
- Similarly, the configuration and environment setup instructions assume you need to create namespace-specific (in other words, service-specific) secrets. If you are using a single namespace for all private edition services, you might not need to create separate secrets for each service, depending on your credentials management requirements. However, if you do create service-specific secrets in a single namespace, be sure to avoid naming conflicts.

Important

Make sure to review [Before you begin](#) for the full list of prerequisites required to deploy Workspace Web Edition.

Deploying in GKE

Prerequisites for GKE

Secret configuration for pulling image

Connect to the cluster using Cloud SDK

Use the following command to connect to the cluster from the deployment host:

```
gcloud container clusters get-credentials --zone --project
```

Create the secret for accessing the jfrog registry

Use the following command to create the secret:

```
kubectl create secret docker-registry mycred  
--docker-  
--docker-username=  
--docker-password=  
--docker-email= -n wwe
```

Environment Preparation for GKE

Download the Helm charts

1. Download the WWE Helm charts from following repository: <https://pureengageuse1.jfrog.io/ui/login/>
2. Create the **override_values.yaml** with appropriate overrides from the following sample file for a sample deployment:

```
context:  
envs:  
optimizedConfig: false  
gwsUrl: 'https://'
```

3. Enable and set Ingress with the appropriate hostname.
4. Set the value for **gwsUrl** applying the external gws url.

WWE installation on GKE

Log in to GKE cluster

Use the following command to connect to the GKE cluster using Cloud SDK from the deployment host:

```
gcloud container clusters get-credentials --zone --project
```

Create Namespace for WWE

Use the following command to create a new namespace for WWE:

```
kubectl create namespace wwe
```

Render the templates

To verify whether resources are getting created without issue, execute the following command to render templates without installing:

```
helm template --debug wwe ./wwe-nginx-9.0.5.tgz -f override_values.yaml -n wwe
```

Review the displayed Kubernetes descriptors. The values are generated from Helm templates and are based on settings from the **values.yaml** and **values-test.yaml** files. Ensure that no errors are displayed. Later, you will apply this configuration to your Kubernetes cluster.

Deploy WWE

Use the following command to deploy WWE:

```
helm install wwe ./wwe-nginx-9.0.5.tgz -f override_values.yaml -n wwe
```

This process takes several minutes. Wait until all objects are created and allocated, and the Kubernetes descriptors applied to the environment appear.

Verify the installation

Use the following command to check the installed Helm release:

```
helm list --all-namespaces
```

Use the following command to check the WWE objects created by Helm:

```
kubectl get all -n wwe
```

Verify that you can now access WWE at the following URL:

<http://wwe>.

Provisioning WWE Ingress on GKE

Create or download the wwe-ingress.yaml file

Use the following example template to create the **wwe-ingress.yaml** Ingress file for WWE. In this example template, the namespace is set specifically to **wwe**. Adjust the values needed for your deployment.

```
apiVersion: extensions/v1beta1
kind: Ingress
metadata:
  name: wwe-ingress
  namespace: wwe
  annotations:
    # add an annotation indicating the issuer to use.
    cert-manager.io/cluster-issuer: "selfsigned-cluster-issuer"
    # Custom annotations for NGINX Ingress Controller
    kubernetes.io/ingress.class: "nginx"
    nginx.ingress.kubernetes.io/ssl-redirect: "false"
    nginx.ingress.kubernetes.io/use-regex: "true"
spec:
```

```
rules:
- host: wwe.test.dev
  http:
    paths:
      - path: /.*
        backend:
          serviceName: wwe-wwe-nginx
          servicePort: 80
  tls:
- hosts:
  - wwe.test.dev
  secretName: wwe-ingress-cert
```

Apply the yaml file to your namespace

Use the following command to apply the yaml file to your namespace:

```
kubectl apply -f wwe-ingress.yaml -n wwe
```

Deploy in AKS

Prerequisites

Secret configuration for pulling image

Use the following commands to create the Secret for accessing the jfrog registry and map the secret to the default account:

```
kubectl create secret docker-registry mycred --docker-server=pureengageuse1-docker-multicloud.jfrog.io --docker-username= --docker-password= --docker-email=
```

Install the azure-cli based in you OS environment

Follow the instructions found in the following website to install the Azure CLI:

<https://docs.microsoft.com/en-us/cli/azure/install-azure-cli?view=azure-cli-latest>

Login to AKS cluster

```
$ az login
```

Connect to cluster

Use the following command to log in to the cluster from the deployment host:

```
$ az aks get-credentials --resource-group --name
```

Environment preparation

Create Namespace for WWE

Use the following command to create a new namespace for WWE:

```
$ kubectl create namespace wwe
```

Download the Helm charts

Download the WWE Helm charts from following repository: <https://pureengageuse1.jfrog.io/ui/login/>

Create the override file

Create the **override_values.yaml** file using the appropriate overrides based on the following sample:

```
context:
  envs:
    optimizedConfig: false
  gwsUrl: 'https://'
```

Note: Enable **ingress** and set it with an appropriate hostname. The value for **gwsUrl** must be set with the external gws url.

WWE Installation

Render the templates

To verify whether resources are getting created without issue, execute the following command to render templates without installing:

```
$ helm template --debug wwe ./wwe-nginx-9.0.5.tgz -f override_values.yaml -n wwe
```

Review the displayed Kubernetes descriptors. The values are generated from Helm templates and are based on settings from the **values.yaml** and **values-test.yaml** files. Ensure that no errors are displayed. Later, you will apply this configuration to your Kubernetes cluster.

Deploy WWE

Use the following command to deploy WWE:

```
$ helm install wwe ./wwe-nginx-9.0.5.tgz -f override_values.yaml -n wwe
```

This process takes several minutes. Wait until all objects are created and allocated, and the Kubernetes descriptors applied to the environment appear.

Verify the installation

Use the following command to check the installed Helm release:

```
$ helm list --all-namespaces
```

Use the following command to check the WWE objects created by Helm:

```
$ kubectl get all -n wwe
```

Execute the following helm status command:

```
$ kubectl status wwe -n wwe
```

```
LAST DEPLOYED: Mon Jun 20 10:21:25 2022
```

```
NAMESPACE: wwe
```

```
STATUS: deployed
```

```
REVISION: 2
```

```
TEST SUITE: None
```

Verify that you can now access wwe at the following URL:

<http://wwe>.

Upgrade, rollback, or uninstall Workspace Web Edition

Contents

- [1 Upgrade Workspace Web Edition](#)
- [2 Rollback Workspace Web Edition](#)
- [3 Uninstall Workspace Web Edition](#)

Learn how to upgrade, rollback or uninstall Workspace Web Edition

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

Upgrade Workspace Web Edition

To upgrade Workspace Web Edition, edit the **wwe.image.tag** option in the Helm Value file, then redeploy the chart according to standard rules.

Rollback Workspace Web Edition

To rollback Workspace Web Edition, edit the **wwe.image.tag** option in the Helm Value file, then redeploy the chart according to standard rules.

Uninstall Workspace Web Edition

To uninstall Workspace Web Edition, use the standard procedure for any service.

Observability in Workspace Web Edition

Contents

- **1 Monitoring**
 - **1.1 Enable monitoring**
 - **1.2 Configure metrics**
 - **1.3 What do Workspace Web Edition metrics monitor?**
- **2 Alerting**
- **3 Logging**

Learn about the logs, metrics, and alerts you should monitor for Workspace Web Edition.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

Monitoring

Private edition services expose metrics that can be scraped by Prometheus, to support monitoring operations and alerting.

- As described on Monitoring overview and approach, you can use a tool like Grafana to create dashboards that query the Prometheus metrics to visualize operational status.
- As described on Customizing Alertmanager configuration, you can configure Alertmanager to send notifications to notification providers such as PagerDuty, to notify you when an alert is triggered because a metric has exceeded a defined threshold.

The services expose a number of Genesys-defined and third-party metrics. The metrics that are defined in third-party software used by private edition services are available for you to use as long as the third-party provider still supports them. For descriptions of available Workspace Web Edition metrics, see:

-

See also [System metrics](#).

The WWE container does not expose any Prometheus endpoints. The container is based on an NGINX HTTP server structured to serve a set of static files that comprise the WWE Web Application.

Enable monitoring

Monitoring of the WWE container is available through the standard monitoring capabilities of a Container running in a Kubernetes Pod through cAdvisor.

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
	N/A	cAdvisor port (not specific to the	N/A	N/A

Service	CRD or annotations?	Port	Endpoint/ Selector	Metrics update interval
		WWE container)		

Configure metrics

The metrics that are exposed by the WWE service are available by default. No further configuration is required to define or expose these metrics. You cannot define your own custom metrics.

The Metrics page linked to above shows some of the metrics the WWE service exposes. You can also query Prometheus directly or via a dashboard to see all the metrics available from the WWE service.

What do Workspace Web Edition metrics monitor?

All the metrics documented on the Metrics page are standard Kubernetes metrics as delivered by cAdvisor. These can apply to any similar pod. The WWE container does not expose any Prometheus endpoints that would expose service-specific metrics.

Alerting

No alerts are defined for Workspace Web Edition.

Logging

Refer to Logging.

Workspace Web Edition metrics and alerts

Contents

- [1 Metrics](#)
- [2 Alerts](#)

Find the metrics *No results* exposes and the alerts defined for *No results*.

Related documentation:

-

Service	CRD or annotations?	Port	Endpoint/Selector	Metrics update interval
Workspace Web Edition	N/A	cAdvisor port (not specific to the WWE container)	N/A	N/A

All the WWE Service metrics are standard Kubernetes metrics as delivered by a standard Kubernetes metrics service.

Metrics

All the WWE Service metrics are standard Kubernetes metrics as delivered by a standard Kubernetes metrics service. These can apply to any similar pod. The WWE container does not expose any Prometheus endpoint that would expose service-defined metrics.

You can query Prometheus directly to see all the available system metrics exposed by WWE. The following metrics are likely to be particularly useful:

- `container_cpu_usage_seconds_total`
- `container_fs_reads_bytes_total`
- `container_memory_working_set_bytes`
- `container_network_receive_bytes_total`
- `container_network_transmit_bytes_total`
- `kube_pod_container_status_ready`
- `kube_pod_container_status_restarts_total`

For information about standard system metrics to use to monitor services, see [System metrics](#).

For information about standard metrics to monitor Genesys Web services, see [\[\[GWS/Current/GWSPEGuide/GWSMetrics#Metrics\]\]](#).

Metric and description	Metric details	Indicator of
------------------------	----------------	--------------

Alerts

No alerts are defined for Workspace Web Edition.

Logging

Learn how to store logs for Workspace Web Edition.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

The Workspace Web Edition service is based on NGINX instances, to server static web resources, to browsers. The NGINX logs, including access logs, are configured to log to **stdout** and are centralized into the logging platform like the other Multicloud services.

The Workspace Web Edition web application running in the agent's browser uses the Telemetry service to capture logs centrally. Refer to the Telemetry Service Private Edition Guide.

Refer to Logging overview and approaches for information about suite-level logging.

Agent Assist integration

Contents

- 1 Basic set up
- 2 Confidence and feedback
 - 2.1 FAQ confidence and feedback
 - 2.2 Knowledge article confidence and feedback
- 3 Activation order

Agent Assist enables agents to access real-time voice transcription and real-time knowledge base and FAQ suggestions. Agents can read or paraphrase them on a voice call.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

Basic set up

Important

Prerequisite: Agent Assist must be setup for your organization by Genesys Professional Services. If your organization has not yet adopted Agent Assist, please contact your Genesys Sales Associate about adding Agent Assist to your deployment. Following the purchase of Agent Assist, the majority of the configuration steps are completed in conjunction with a Genesys Professional Services engagement.

Use the Agent Setup agent annex or agent group annex to configure the following options for this feature. Each option and privilege must be configured in the interaction-workspace section.

To enable Agent Assist in Workspace Web Edition, allow the following privilege: **privilege.agent-assist.can-use**.

Use the **agent-assist.service-url** to specify the URL of the AI Connector service to access the Agent Assist API. Note, this option does not support multi-region deployments.

To enable the agent to use the Agent Assist suggestions feature in the **Agent Assist** tab, set the value of the **agent-assist.suggestion.enable** option to **true**.

To enable the agent to use the Agent Assist voice call transcript feature, set the value of the **agent-assist.voice-transcript.enable** option to **true**.

Confidence and feedback

Agent Assist FAQ, and Knowledge Article suggestions have an associated confidence value. Confidence values are assigned by Agent Assist based on your chosen model and chosen model. You can specify whether or not the confidence value for each FAQ, or Article is displayed to agents. You can also specify whether or not agents can provide feedback that can be used by administrators to create a custom model and curate the knowledge base.

FAQ confidence and feedback

- **agent-assist.confidence.faq.enable**: Specifies whether the confidence percentage for FAQ suggestions is displayed in the **Agent Assist** tab.
- **agent-assist.confidence.faq.threshold.high**: Specifies the high threshold, in percentage, to display the high confidence color (green) for FAQ suggestions. The value must be greater than the value specified for the **agent-assist.confidence.faq.threshold.low** option. Percentage values between high and low are colored yellow.
- **agent-assist.confidence.faq.threshold.low**: Specifies the low threshold, in percentage, to display the low confidence color (red) for FAQ suggestions. The value must be less than the value specified for the **agent-assist.confidence.faq.threshold.high** option. Percentage values between high and low are colored yellow.
- **agent-assist.feedback.faq.enable**: Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each FAQ suggestion in the **Agent Assist** tab.

Knowledge article confidence and feedback

- **agent-assist.confidence.article.enable**: Specifies whether the confidence percentage for knowledge article suggestions is displayed in the **Agent Assist** tab.
- **agent-assist.confidence.article.threshold.high**: Specifies the high threshold, in percentage, to display the high confidence color (green) for knowledge article suggestions. The value must be greater than the value specified for the **agent-assist.confidence.article.threshold.low** option. Percentage values between high and low are colored yellow.
- **agent-assist.confidence.article.threshold.low**: Specifies the low threshold, in percentage, to display the low confidence color (red) for knowledge article suggestions. The value must be less than the value specified for the **agent-assist.confidence.article.threshold.high** option. Percentage values between high and low are colored yellow.
- **agent-assist.feedback.article.enable**: Specifies whether the thumbs-up and thumbs-down feedback buttons are displayed for each knowledge article suggestion in the **Agent Assist** tab.

Activation order

To manage the display and activation order of the **Agent Assist** tab in the Agent Workspace UI, configure the following options:

- **views.CaseSideRegion.activate-order**
- **views.CaseSideRegion.order**

Rich message support in History views

Contents

- [1 Rich Message support configuration](#)
- [2 Agent Privileges](#)
 - [2.1 privilege.chat-nexus.can-use-contact-history-detail](#)
 - [2.2 privilege.chat-nexus.can-use](#)
 - [2.3 privilege.chat-nexus.communication.can-send](#)
 - [2.4 privilege.chat-nexus.communication.can-use](#)
- [3 Chat service](#)
 - [3.1 chat-nexus.service-url](#)
 - [3.2 chat-nexus.web-components.url](#)

Configure Agent Workspace support for rich messages in the Contact History views for Chat, Facebook Messenger, and Twitter Direct Message interactions.

Related documentation:

-
-
-
-

RSS:

- [For private edition](#)

Rich Message support configuration

Workspace Web Edition can be configured to support the Digital Channels Nexus Chat features in the Agent Workspace chat and messaging user interface.

Use the Agent Setup Annex to configure the options listed in this article to enable agents to access rich message content in the Agent Workspace History views.

You can configure the options in either the **Agent Annex** or **Agent Group Annex**.

If the **interaction-workspace** section does not exist, create it in either the **Agent Annex** or the **Agent Group Annex**, then add the options described in this article.

• chat-nexus.service-url	• privilege.chat-nexus.can-use	nexus.communication.can-use
• chat-nexus.web-components.url	• privilege.chat-nexus.communication.can-send	
• privilege.chat-nexus.can-use-contact-history-detail	• privilege.chat-	

Agent Privileges

Grant the following privileges to the agents or agent groups that you want to access rich message content in the Agent Workspace History views:

privilege.chat-nexus.can-use-contact-history-detail

Default value: false

Valid values: true, false

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Enables agents to access Digital Channels chat interaction Rich Message content in the Details tab of the Contact History view.

[">>> Back to list](#)

privilege.chat-nexus.can-use

Default value: false

Valid values: true, false

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Enables agents to access the contents of the Digital Channels Conversation tab in the Agent Workspace Case Side View of the Chat interaction view.

[">>> Back to list](#)

privilege.chat-nexus.communication.can-send

Default value: false

Valid values: true, false

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Enables agents to manage contact subscriptions and send messages to contacts from the Communication tab.

[">>> Back to list](#)

privilege.chat-nexus.communication.can-use

Default value: false

Valid values: true, false

Configuration level: AGent, Agent Group

Enables agents to manage contact subscriptions and send messages to contacts from the Communication tab.

[">>> Back to list](#)

Chat service

Specify the location of the Chat service:

`chat-nexus.service-url`

Default value: ""

Valid values: A valid web-socket URL.

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Specifies the web-socket url of the Nexus service url to access the Chat API.

[">>> Back to list](#)

`chat-nexus.web-components.url`

Default value: ""

Valid values: A valid web-socket URL

Configuration level: Agent, Agent Group

Introduced: 9.0.000.97

Specifies the Nexus-ux WebComponents url to display the nexus-ux view. Use this option if the URL is different from the standard URL.

[">>> Back to list](#)