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Genesys Web Services and Applications Private Edition Guide

[About Genesys Web Services and Applications](#)



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Digital Channels Administrator's Guide

Set up Facebook and Twitter

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Learn about Genesys Web Services and Applications and how it works in Genesys Multicloud CX private edition.

Related documentation:

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- [For private edition](#)

Genesys Web Services and Applications (GWS) is a set of user interfaces and APIs that provide a web-based client interface to access Genesys services. The Genesys Web Services and Applications package contains a variety of microservices that you can implement in your contact center.

Genesys Web Services and Applications (GWS) is an application cluster composed of several microservices that run together. GWS runs on multiple containers that are categorized as below:

- Agent Setup (see Manage your Contact Center in Agent Setup): Controls your contact center and its resources:
 - The people who run and operate it – the administrators who control the technical ins and outs, the managers who run the day-to-day operations and administrative aspects of a contact center, the supervisors who oversee agents, and the agents who communicate with customers.
 - The systems and programs that make the day-to-day stuff possible – the telephony, the software, the servers, the routing and dialing strategies, and so on.
 - The features and capabilities we use to meet our business needs and requirements – Caller ID capabilities, voicemail, agent transfers and conferencing, and so on.
- Data Services: These services use multiple data sources (third-party databases) that you must maintain to store GWS data.
- Platform Services: These services are used to connect to Genesys servers such as Configuration Server, Stat Server, SIP Server, and Interaction Server.
- UI Services: These services provide user interfaces Workspace Web Edition Private Edition Guide and the underlying services needed to support them, such as the Workspace Service.
- Client Application: This can be Workspace Web Edition (WWE) Agent Workspace, a custom desktop.

A reverse proxy service is used as an ingress controller. This works as an internal application load balancer.

Supported Kubernetes platforms

Genesys Web Services and Applications is supported on the following cloud platforms:

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

See the Genesys Web Services and Applications Release Notes for information about when support was introduced.



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- Administrator

Learn how to integrate Facebook and Twitter into Agent Workspace.

Related documentation:

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Genesys Social Engagement enables you to receive and send messages, posts, comments, likes, tweets, and retweets on the world's top two social engagement platforms, Facebook and Twitter.

After you complete the steps on this page, you can treat social media communications like any other Genesys interaction. For example, you can route tweets with keywords to the best-skilled agent using a Designer application. Reporting is also available through Genesys CX Insights.

Configure channels in Genesys Hub

Set up connections to Facebook and Twitter in Genesys Hub.

- Integrate with Genesys Hub

Enable Digital Shared Services

Enable service channels in Agent setup to connect to the channels you created in Genesys Hub. When you create a Designer application to route social media interactions, it pulls the data from these channels.

- Create Service Channel

Configure Agent Workspace

Go through the normal process to configure any necessary desktop options for the agents in your contact center, in particular for Facebook and Twitter.

- Agent Setup documentation
- Facebook
- Twitter

Create a Designer application

Create a Designer application to route social media interactions to the right agents. **Note:** The service channel you created previously is listed under **Manage Digital Endpoint** in Designer.

- Create a Designer application

Related documentation

See how users handle social media interactions in Agent Workspace.

- [Facebook](#)
 - [Twitter](#)
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