WebRTC Private Edition Guide

Configure WebRTC Agents with Genesys Softphone

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Contents

Configure WebRTC agents with Genesys Softphone in Genesys cloud using Agent Setup.

Related documentation:

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Pre-requisites

- Deploy WebRTC in the Tenant’s region. For more information, see Configure and Deploy WebRTC.
- Install Genesys Softphone in the Agent's place. For more information, see Deploying Genesys Softphone.
- Install WWE 9.0+ version, which is a part of GWS.
- Install GWS 9.0+ version in the tenant's region.

Genesys Softphone with WWE works in a Connector mode. In the Connector mode, the configuration is retrieved from the Configuration Server by WWE and sent to the Genesys Softphone.

To configure the Genesys Softphone in WebRTC mode, see Genesys Softphone in WebRTC mode.

Configure WebRTC agent with Genesys Softphone using Agent Setup

To configure WebRTC agent with Genesys Softphone using Agent Setup:

1. Log in to the **Agent Setup** for the corresponding tenant.
2. Select **Users**.
3. Click **Add User**.
4. Update all the required fields and configure the phone number.
5. Select the **Softphone** check box and **Genesys SoftPhone with WebRTC** in the **SIP Phone Type** drop-down to assign all the mandatory DN level options.
6. Click **Save**.

7. Go to **Users** > **Annex** section and click **Add Section**.
8. In the **Group name** text box, type interaction-workspace and click **+** to configure the options. Use the following table to fill the options and its values.

Option name	Option value for WWE9
privilege.sipendpoint.can-use	true
privilege.webrtc.can-use	false
privilege.voice.can-use	true
sipendpoint.transport-protocol	https
sipendpoint.uri	https://localhost:8000
sipendpoint.enable-webrtc-auth	true
sipendpoint.codecs.enabled.audio	opus
sipendpoint.enable-webrtc-signin-with-switchname	true
sipendpoint.proxies.proxy0.http_proxy	{http_proxy_fqdn:http_proxy_port} Example: sipendpoint.proxies.proxy0.http_proxy = proxy.company.com:8080
webrtc.server-urn	webrtc.service-urn = webrtc.service-urn can be templated using “expression.gws-url.capturing-groups” option. This option can be configured on CloudCluster application level and/or Agent Group level. Hence, the customer need not configure it for each agent.

9. Click **Save**.

10. Go to **Desktop Options** > **Genesys Softphone** section.

11. Select the following check boxes:

- **Usage of Genesys Softphone**
- **Uri** with https://localhost:8000

12. Configure other options if needed.

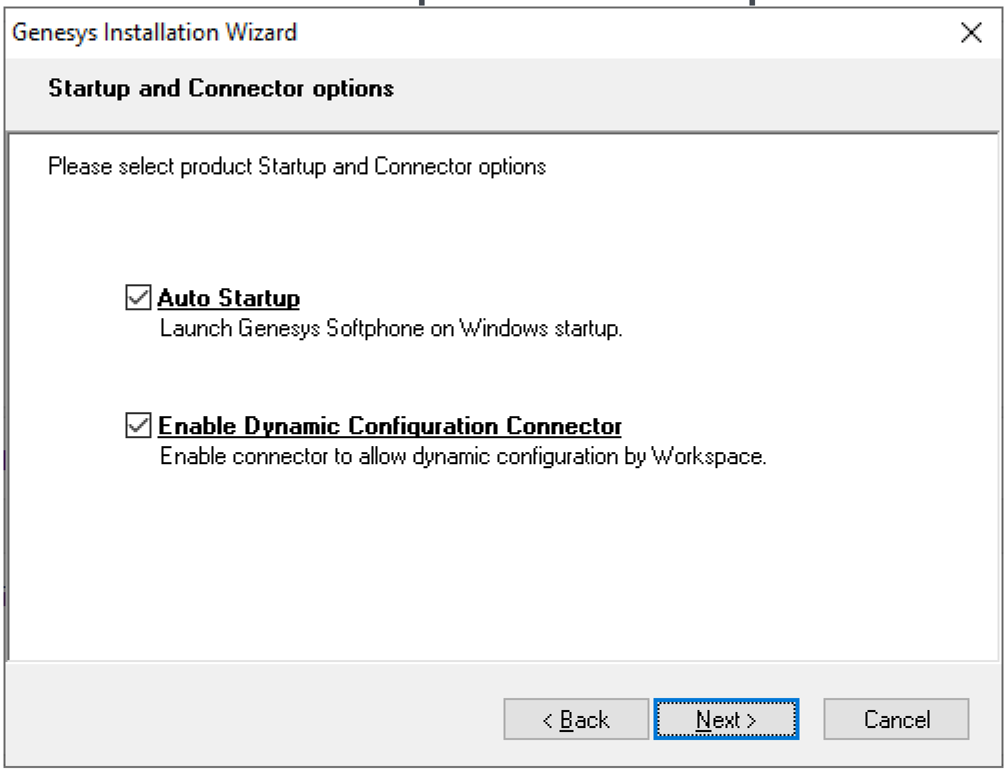
13. Click **Save**.

Configure Genesys Softphone in WebRTC mode

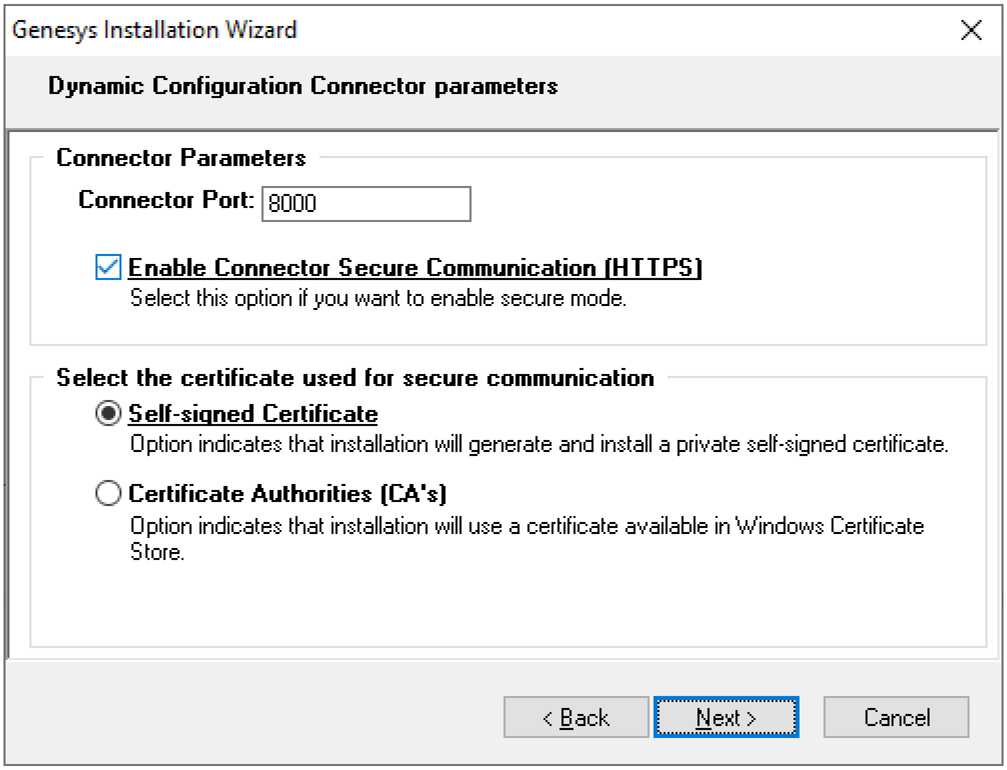
This section includes information on how to configure Genesys Softphone in WebRTC Connector mode.

Enabling Dynamic Configuration Connector in Connector Mode

1. Select **Auto Startup** and **Enable Dynamic Configuration Connector** checkboxes in the **Startup and Connector options** window.



2. Provide a proper connector port and select the **Enable Connector Secure Communication (HTTPS)** checkbox.



3. Select the **Self-signed Certificate** check box if you do not have appropriate certificate available in the Windows Certificate Store. Else, select the **Certificate Authorities (CA's)** check box. Proceed with the regular installation process.