

Genesys Workstation Desktop Edition (WDE) Configuration for Plantronics Hub

User Guide

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Genesys WDE Configuration for Plantronics Hub

Overview This document outlines the configuration steps when using Genesys WDE client with Plantronics Hub for Windows.

Target audience End users who have installed both Plantronics Hub for Windows and Genesys WDE client.

Installation Follow these steps to configure Plantronics Hub call control with your Genesys WDE client.

- 1 Install Genesys WDE client, and ensure basic call functions are working without Plantronics integration.
- 2 Install Plantronics Hub (Desktop) for Windows software: plantronics.com/software
- 3 Install Plantronics plugin for Genesys WDE: www.plantronics.com/media/downloads/PlantronicsGenesysModule.msi

Configure headset

- 1 Connect your Plantronics headset.
- 2 In Genesys WDE client, select your Plantronics headset as mic/speaker.

Verify in Plantronics Hub You can verify that all components are installed and working correctly by doing the following:

- 1 Launch Genesys WDE client
- 2 Launch Plantronics Hub application
- 3 Go to Plantronics Hub > Settings > Softphones and ensure that Genesys is checked as Enabled and Connected

Support

NEED MORE HELP?

plantronics.com/support

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