

Genesys Workstation Web Edition (WWE) Configuration for Plantronics Hub

User Guide

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Genesys WWE Configuration for Plantronics Hub

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

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

Deployment overview Follow these steps to configure Plantronics Hub call control with your Genesys WWE client.

- 1 Install Genesys WWE client, and ensure basic call functions are working without Plantronics Hub integration.
- 2 Install Plantronics Hub (Desktop) for Windows software: plantronics.com/software.
- 3 Before downloading the Genesys WWE plugin to the deployment server, create a new deployment folder. Ensure that this folder is visible from computers that will run the plugin.
Example: if you are deploying the plugin on a server with the address <https://yourdomain.com>, you would create a deployment folder, e.g. `wwepugin`, which would be accessible from the <https://yourdomain.com/wwepugin> URL.
- 4 Install Plantronics plugin for Genesys WWE.
Download: <https://www.plantronics.com/genesys-wwc-plugin>.
- 5 Extract all files from the `wwc_archive.zip` into the folder you created. NOTE: Ensure all permissions are set so that files are accessible to an anonymous web user.
- 6 Test the deployment by accessing <https://yourdomain.com/wwepugin/index.html> from client computers.
- 7 Connect to Genesys Administrator as an administrative user to make the required modifications to the Genesys WWE Deployment HTML page.

- Configure headset**
- 1 Connect your Plantronics headset.
 - 2 In Genesys WWE 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 WWE client.
 - 2 Launch Plantronics Hub application.
 - 3 Go to Plantronics Hub > Settings > Softphones and ensure that Genesys is checked as Enabled and Connected.

Configure for Apache2 HTTP server and Genesys WWE

Setup requirements

This sample installation assumes that you have an Apache2 server installed and configured on your Linux server.

Setup Requirements:

- If the Genesys WWE client is running on the https server, the plugin must also run on it.
- Ensure that your Apache server is properly configured for the https protocol and that you have a valid certificate.
- If you use self-signed certificate, it must be imported on all client computers that will use the plugin.
- For configuration of SSL on Apache2 server, please consult the Apache2 documentation for instructions.

This sample assumes that the Apache2 is configured to run this **https** server as the default server, and that DocumentRoot for this **https** server is **/var/www/html** (default value for Apache2 upon installation).

Configure Apache2 HTTP server

- 1 Before downloading the Genesys WWE plugin to the deployment server, create a new deployment folder. Ensure that this folder is visible from computers that will run the plugin.
 - Check your site conf file (in **/etc/apache2/sites-available**) for **DocumentRoot**. Use **default-ssl.conf**, and point **DocumentRoot** in this file to the **/var/www/html** folder.
- 2 If you use another folder:
 - Modify your conf file to point to the desired folder, then disable/enable the site (to re-create **/etc/apache2/sites-enabled** conf file). Reload the Apache2 service by typing:

1. sudo service apache2 reload

- Create a new folder in the site's DocumentRoot folder. If your server is hosted from **/var/www/html**, type:

```
sudo mkdir /var/www/html/wwplugin
```

Refer to the Apache2 documentation for additional information.

- 3 Install Plantronics plugin for Genesys WWE.
Download at: <https://www.plantronics.com/genesys-wwplugin>.
- 4 Extract all files from the **ww_archive.zip** into this folder.
 - A Locate your copy of **ww_archive.zip**. Assuming that you have this file in your home folder, unzip this file into destination folder by typing:

```
cd /var/www/html/wwplugin  
sudo unzip ~/ww_archive.zip
```
 - B Ensure permissions are set in such way that files are accessible to an anonymous web user. Use **ls -l** command to view permissions. Files must be readable by all users. If not, use the following command to set the appropriate permission level:

```
sudo chmod -R a+r *
```
 - C Assuming that your Apache2 https server is serving the **https://yourdomain.com**, test the deployment by accessing **https://yourdomain.com/wwplugin/index.html** from client computers. If all files have been copied correctly, and the certificate is recognized as valid by the client computer, the page will load without error.

Configure Genesys WWE

To configure the Genesys WWE environment to enable the Plantronics plugin, several options must be configured. Below are the required settings along with sample values.

Section	Option	Value
Plantronics_WWE_Plugin	label	PLT Workspace Extension
Plantronics_WWE_Plugin	url	https://yourdomain.com/wwplugin/index.html
interaction-workspace	Workspace.web-content	Plantronics_WWE_Plugin
interaction-workspace	service-client-api.allow-full-api	true
interaction-workspace	service-client-api.accepted-web-content-origins	*

For detailed information, please reference the online Genesys documentation.

- **Enabling integration of web applications in the agent interface:** https://docs.genesys.com/Documentation/HTCC/8.5.2/IWWDep/SettingUpAgents#Enabling_integration_of_web_applications_in_the_agent_interface
- **Service client API settings:** <https://docs.genesys.com/Documentation/HTCC/latest/IWWDep/ServiceClientAPI>

Appendix

Files in deployment

<i>Folder</i>	<i>File Name</i>	<i>Description</i>
./	index.html	Main plugin entry
./	config.json	Plugin config file ¹
./api/	callHandler.js	This script handles interaction between the SpokesAsync.js and wweclient.js
./api/	SoftPhone.js	Exports enums for wweclient.js
./api/	spokes.js	Plantronics Hub REST adapter
./api/	SpokesAsync.js	Promisify spokes.js
./lib/	wweclient.js	Genesys WWE implementation of ISoftPhone interface
./lib/	wws-service-client-api.js	Genesys WWE adapter
./src/	ClientSessionAdapter.js	Loading and initialization
./vendor/	require.js	Use require in browsers
./vendor/require/	json.js	Require.js plugin for json
./vendor/require/	text.js	Require.js plugin for text (needed by json plugin)
./vendor/	core.min.js	Promise etc. support for browsers
./vendor/	jquery-3.3.1.min.js	Jquery is used from spokes.js

¹ At the time of writing this document, only one option can be configured: "debug", default value is false. If set to true, at the Plugin page text box for debug message logging will be shown. The `iframe` containing the Plugin page should be visible in that case. Please note that logging may have impact on the Plugin performance and should not be used in production.

Support

NEED MORE HELP?

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