GENESYS™

Genesys Intelligent Automation Bots Integration Guide

Prerequisites for deploying bots

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Contents

Prerequisites for deploying bots

Chat and Voicebot Prerequisites

Genesys Engage Premise

Chatbots

- Genesys Intelligent Automation 9.0.100 or higher
- Genesys Mobile Services
- Chat Server
- DMS
- Bot Gateway
- Interaction Server
- Dialog Engine or third-party such as Google DialogFlow and Microsoft LUIS

VoiceBots

- Genesys Intelligent Automation 9.0.100 or higher
- Genesys Voice Platform 9.0.019.68 or higher
- Genesys Engage Routing
- SIP Server
- Resource Manager
- Genesys Dialog Engine or third party such as Google DialogFlow and Microsoft LUIS
- Google Speech-to-Text
- Google Text-to-Speech or Nuance Text-to-Speech

PureConnect Cloud & Premise

Chatbots

- Intelligent Automation v9.0.105 or higher
- PureConnect 2018R4 or higher
- Bot Messaging Service
- Genesys Widgets

- Dialog Engine or third party such as Google Dialogflow

VoiceBots

- Intelligent Automation v9.0.105 or higher
- PureConnect 2018R4 or higher. From PureConnect 2019R3 onwards, Intelligent Automation v9.0.106 or higher is required.
- CIC – integrated contact center software solution
- UniMRCP 1.5.0 or higher
- Google Speech Recognition plugin for UniMRCP
- Dialog Engine or third party such as Google Dialogflow
- Nuance and Google Text to Speech
- Google Speech-to-Text

Minimum Versions Required to Support Bot Applications

Bot Channel	Application	Minimum version	Notes
ALL	Genesys Intelligent Automation	9.0.104.00	PureConnect - 9.0.103.00
Voice	Genesys Media Control Platform	9.0.019.68	
Voice	UniMRCP (if required for TTS)	unimrcp-gss-1.6.1-1.el7.x86 PureConnect unimrcp-gsr-1.6.1-1el7.x86_64 (Speech to Text) unimrcp-gsr-1.6.1-1el7.x86_64 (Text to Speech)	Only required if prior to Google TTS support in MCP
Chat	Genesys Widgets	9.0.009.04	Assumption: Rich Messaging required on Chat.
Chat	Genesys Mobile Services	8.5.201.04	Assumption: Rich Messaging required on Chat.
Messaging	Genesys Digital Messaging Server	9.0.002.06	
Chat / Messaging	Genesys Chat Server	8.5.109.06	
Chat / Messaging	Genesys Chat Server	8.5.203.09	If GCXI Bot Reporting is required
Chat / Messaging	Genesys Bot Gateway	9.0.004.08	Refer to the latest

Bot Channel	Application	Minimum version	Notes
	Server		version here.
Chat / Messaging	Genesys Digital Messaging Server	9.0.001.10	For BGS driver
Chat / Messaging	Genesys eServices Manager	8.5.303+	If Rich Messaging SRLs in UCS is required.
Chat / Messaging	Genesys UCS	8.5.200.19	If Rich Messaging SRLs in UCS is required.