GRS and IWD Compatibility Matrix

Genesys Rules System 8.5.0

2/21/2022

Table of Contents

GRS and IWD Compatibility Matrix

IWD Version	GRS Version	Notes and Comments
7.x to 8.0	Not applicable	Rules internal to iWD before iWD 8.1.
8.1	Up to latest version of 8.5.000.xx.	
8.5.0/8.5.1	8.5.001+	iWD BCMS functionality transferred to GRE. iWD 8.5.0 cannot be used with GRS releases earlier than 8.5.001.
8.5.102	8.5.2 recommended	GRS 8.5.2 contains a configuration option in GRE `iwd-set-department-from-process`, which Genesys recommends setting to `true` for use with iWD 8.5.102.