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GRS and IWD Compatibility Matrix

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5/8/2025

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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 <code>iwd-set-department-from-process</code> , which Genesys recommends setting to <code>true</code> for use with iWD 8.5.102.