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# Genesys Licensing Guide

[Genesys Technical Licenses List](#)

# Genesys Technical Licenses List

**Technical Licenses Used in v8.x Products** table lists the Genesys technical licenses that are used by v8.0, 8.1, and 8.5 products, with a description and general rule regarding quantity.

## Important

If a technical license does not appear in this table, it is not used for any v8.x version product.

**Technical Licenses Used in v8.x Products**

Technical License Name	Technical License Description	Quantity Required
CLDistributed 8.0	Configuration Server technical license to provide support for a distributed configuration environment	One license per configuration environment
ContextServices 8.5	Technical license enables Conversation Manager	One license per configuration environment
csta_connector_bw_sdn 8.0	CSTA Connector for BroadSoft BroadWorks seat technical licenses to support basic contact center operations and register seat-related DNS	One license per seat per CSTA Connector for BroadSoftBroadWorks redundancy cluster. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>CSTA Connector Deployment Guide</i> .
cti_ha_option 8.0	T-Server licenses to support hot standby redundancy type	One license per redundant pair
desktop_agent 7.0	Genesys Desktop technical license to enable all agent-related features	One license per concurrent user
DESKTOP_SUPERVISOR 7.0	Genesys Desktop technical license to enable both supervisor related and agent-related features	One license per concurrent user
DESKTOP_SUPERVISOR 8.0	Genesys Desktop technical license to enable both supervisor related and agent-related features	One license per concurrent user

Technical License Name	Technical Licence Description	Quantity Required
GIS 8.0	Technical license for GIS servers.	One license per server instance
GIS_CONFIGSERVICE 8.0	GIS licenses required to support client connections to GIS Configuration Interface	One license per concurrent client connection
GIS_INTERACTIONSERVICE 8.0	GIS technical licenses required to support client connections to GIS Interaction service.	One license per concurrent client connection
GIS_STATSERVICE 8.0	GIS technical licenses required to support client connections to GIS Statistics service	One license per concurrent client connection
ha_redundancy 8.0	Solution Control Server license to provide a switchover between a primary and a backup server in any redundant pair	One license per configuration environment
ics_custom_media_channel 8.0	Open Media Interactions technical license	One license per seat
ics_email_webform_channel 8.0	Genesys E-mail seat technical license	One license per seat
ics_live_web_channel 8.0	Genesys Web Media (Chat) seat technical license	One license per seat
ics_multi_media_agent_seat 8.0	Interaction Server seat technical license	One license per seat
ics_nlp_content_analysis 8.0	Intelligent content analysis technical license	One license per configuration environment/instance
ics_sms_channel 8.0	Technical License for SMS channel	One license per seat
ISDK_FACTORY 8.0	Technical License for access to Agent-facing functionality and client connections	One license per configuration environment/instance
ISDK_QUEUE 8.0	Technical License to enable use of the Routing service	One license per configuration environment/instance
iserver_ha_option 8.0	Technical license to enable HA for IVR Connector	One license per configuration environment
iwd_jms_cp 8.0	iWD JMS Capture Point technical license	One license per configuration environment

Technical License Name	Technical Licence Description	Quantity Required
lds 8.0	Load Distribution Server licenses	One license per configuration environment
MLDistributed 8.0	Solution Control Server technical license to provide support for a distributed management environment	One license per configuration environment
MLSNMP 8.0	Solution Control Server technical license to provide built-in support for Simple Network Management Protocol (SNMP) integration	One license per configuration environment
occ_full 8.0	Outbound Contact Server technical license to run campaigns in any of the following dialing modes: Preview, Predictive, and Progressive	One license per Outbound seat
occ_port 8.0	CPD Server technical license to use Dialogic ports	One license per port
occ_preview 8.0	Outbound Contact Server technical license to run campaigns in Preview dialing mode	One license per Outbound seat
router_ha_option 8.0	Technical license for Universal Routing High Availability mode	<p>One license per configuration environment HA for URS includes ability to:</p> <ul style="list-style-type: none"> <li>• Run with Hot Standby redundancy type</li> <li>• Set URS option pickup_calls to true</li> </ul> <p>Note: If there is no HA license for URS, Hot Standby is downgraded to Warm Standby and pickup_calls option to false.</p>
router_seats 8.0	Universal Routing Server technical license	<ul style="list-style-type: none"> <li>• The value of router_seats corresponds to the maximum number of concurrently enabled places for routing of interactions.</li> <li>• This comprises agent places and also IVR ports in cases when they are represented as places for the purpose of routing.</li> <li>• Each URS instance has the</li> </ul>

Technical License Name	Technical Licence Description	Quantity Required
		whole amount of router_seats licenses to its disposal.
tserver_cc_sdn 8.0	T-Server for CSTA connector seat technical licenses to support basic contact center operations and register seat related DNS	One license per seat per TServer for CSTA Connector primary/backup pair. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
tserver_iscc 8.0	Technical licenses to support Inter Server Call Control (ISCC, or multisite routing) transactions	One license per T-Server primary/backup pair
tserver_ivr_max_ports_behind 8.0	IVR-Behind-Switch technical licenses for IVR Server to support basic contact center operations and register DNS associated with an IVR Server operating in IVRBehind-Switch mode	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>IVR Interface Option IVR Server System Administrator's Guide</i> .
tserver_ivr_max_ports_in_front 8.0	IVR-In-Front technical licenses for IVR Server to support basic contact center operations and register DNS associated with an IVR Server operating in IVR-In-Front mode	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>IVR Interface Option IVR Server System Administrator's Guide</i> .
tserver_nts 8.0	T-Server Routing technical license for Network T-Server for GenSpec deployment license	One license for all Network and Genspec T-Servers and IVR Servers
tserver_nts_calltreatments 8.0	T-Server Routing technical license for Network T-Server for GenSpec and IVR server XML call parking and treatments	One license for each concurrent call that is receiving call treatments
tserver_sdn 8.0	Network T-Server technical license to support basic contact center operations and register seat-related DNS	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
tserver_tdn 7.0	Network T-Server technical license to support basic contact center operations and register technical DNS	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
tserver_tdn 8.0	Network T-Server technical license to support basic contact center operations and register technical DNS	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
ucc_seats 8.0	This technical license enables the connection to the Genesys solution through UC Connector.	One license per user knowledge worker seat.

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VTPort 7.0	Voice Treatment Server licenses	One license per Voice Treatment Port