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Genesys Interoperability Guide

[Related Documentation Resources](#)

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Related Documentation Resources

This page provides additional resources and information relevant to Genesys software.

Genesys

- *Genesys Technical Publications Glossary*, which is available online: [Glossary](#). It provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Advisories, which are available at [Genesys Engage on-premises Release Notes](#).

Information about supported hardware and third-party software is available on the Genesys Technical Documentation site:

- [Supported Operating Environment Reference](#)
- [Supported Media Interfaces Guide](#)

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 7.x and 8.x releases.
- [Genesys Licensing Guide](#), which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys Database Sizing Estimator*, which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents, accessible from the [System-Level Guides](#).

Genesys Engage product documentation is available [here](#).

To order a Genesys Documentation Library DVD, you can do so by email from Genesys Order Management at OrderManagementGroup@genesys.com. However, please note that most of the documentation is online. So, links on the DVD take you to the online content.