GENESYS™

Genesys Interoperability Guide

7.x-9.x Product Availability

12/18/2025

7.x-9.x Product Availability

This section shows the availability of Genesys products in release versions 7.x – 9.x.

Symbol/Term	Definition
+	Product is available in the given version.
-	Product is not available in the given version. Contact your Genesys representative for more information.
EOS	Product and/or version reached End of Support (EOS) and is no longer supported by Genesys. Contact your Genesys representative for more information.

Genesys 7.x - 9.x Product Availability in Release Versions

Release Versions	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	9.0	Conditions/ Limitations
Desktops and Gplus Adapters										
Genesys Agent Scripting	EOS	EOS	+	-	-	-	+	-	-	
Genesys Desktop	EOS	EOS	EOS	EOS	+	-	-	-	-	
Genesys Softphone	-	-	-	-	-	-	+	+		
G*plus* Adapter for Microsoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
G*plus* Adapter for Microsoft Dynamics CRM	-	-	-	-	+	+	-	-	-	
G*plus* Adapter for PeopleSoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
G*plus* Adapter for	-	-	-	+	-	-	-	-	-	

SAP Analytics										
Gplus Adapter for SAP Data Access Component	-	+	-	-	-	-	-	-	-	
Gplus Adapter for SAP ERP	EOS	+	-	+	-	-	-	-	-	
Gplus Adapter for SAP ICI Multi-Channel	-	+	-	+	-	+	-	-	-	
Gplus Adapter for Siebel CRM	+	+	+	+	-	+	-	-	-	Formerly called *Gplus* Adapter for Siebel 7.
Gplus Campaign Synchronization Adapter for SAP	-	-	-	+	-	-	-	-	-	
Interaction Workspace	-	-	-	-	-	+	+	-	-	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Workspace Desktop Edition	-	-	-	-	-	-	-	+	-	Interaction Workspace was renamed Workspace Desktop Edition starting with

										release 8.5.
Framework										
Genesys Administrator	-	-	-	-	+	+	-	-		
Genesys Administrator Extension	-	-	-	-	-	+	+	+		
License Reporting Manager	-	-	-	-	+	+	+	-		LRM 8.5 should no longer be used with Configuration Server 8.5.101.00 or higher. See the Technical Advisory (login required).
Load Distribution Server	EOS	EOS	+	-	-	-	+	-	-	
Management Framework	EOS	EOS	EOS	EOS	+	+	+	+	-	
Multimedia Connector for Skype for Business	-	-	-	-	-	-	-	+	-	
Network T-Servers	EOS	EOS	EOS	EOS	+	+	+	-	-	
SIP Proxy	-	-	-	-	-	-	+	-	-	
SIP Server	EOS	EOS	EOS	EOS	+	+	+	-	-	
T-Servers	EOS	EOS	EOS	+	+	+	+	-	-	Only T-Server 7.5 for EADS Telecom M6500

										Succession and HA Proxy 7.5 for Nortel Communication Server 2000/ 2100 are still supported. All other 7.5 and earlier T-Servers reached End of Support.
Multi-Channel										
eServices	EOS	EOS	EOS	EOS	+	+	+	+	-	Formerly called Multimedia or Multi-Channel Routing [MCR].
Genesys Co-browse	-	-	-	-	-	-	+	+	+	
Genesys Video Gateway	-	-	-	-	-	-	-	-	+	Genesys Video Gateway does not depend on Configuration Layer.
Genesys Web Engagement	-	-	-	-	-	-	+	-	-	
intelligent Workload Distribution (iWD)	-	-	-	+	+	+	+	+		
LivePerson Adapter	-	-	-	-	-	+	-	-	-	

WebRTC	-	-	-	-	-	-	-	+	-	
Outbound Contact										
Outbound Contact	EOS	EOS	EOS	EOS	+	+	+	-	-	
Reporting										
Advisors Cisco Adapter	-	-	-	-	-	+	+	+	-	• This last supported version of this adapter is 8.5.100.09. • Advisors Cisco Adapter Version 3.3 is also available.
Advisors Genesys Adapter	-	-	-	-	-	+	+	+	+	• Advisors Genesys Adapter Version 3.3 is also available. • Advisors 8.0+ requires the MCR extension package.
Agent Advisor	-	-	-	-	-	+	+	+	-	• This last supported version of this adapter is 8.5.102.01. • Agent

									Advisor Version 3.3 is also available.
Billing Data Server (BDS)	-	-	-	-	-	-	-	-	+	
Call Concentrator	EOS	-	-	-	-	-	-	-	-	
CCPulse+	EOS	EOS	EOS	+	-	+	-	-	-	
Contact Center Advisor/ Workforce Advisor	-	-	-	-	-	+	+	+	+	• Contact Center Advisor/ Workforce Advisor Version 3.3 is also available. • Workforce Advisor also supports Aspect eWFM v6 or higher and IEX TotalView (SmartSync v1.7 or higher required). • Advisors 8.1.2 and 8.1.3 is compatible with Genesys WFM 7.6.

- Advisors 8.1.4 is compatible with Genesys WFM 7.6 or 8.1.1.

- Advisors 8.1.5 and higher are compatible with Genesys WFM 8.1.2.

- Advisors 8.5.0 is compatible with Genesys WFM 7.6 and 8.x.

- Advisors 8.5.101.15 and earlier are compatible with Genesys WFM 7.6 and 8.x.

- Advisors 8.5.101.16 and later are compatible with Genesys WFM 8.x (See

										Release Notes, available on Pulse Advisors for support limitations for 8.x features.)
Contact Center Advisor - Mobile Edition	-	-	-	-	-	+	+	+	-	Version 8.1.1 is also available.
Contact Center Analyzer (CCA)	EOS	EOS	EOS	-	+	+	+	-	-	
Frontline Advisor	-	-	-	-	-	+	+	+	+	Frontline Advisor Version 3.3 is also available.
Genesys Info Mart (GIM)	EOS	-	EOS	EOS	+	+	+	+	-	
Genesys Interactive Insights (GI2)	-	-	-	-	+	+	+	-	-	
Genesys Interactive Insights for iWD	-	-	-	-	-	+	-	-	-	
Genesys Pulse	-	-	-	-	-	-	+	+	+	
Interaction Concentrator (ICON)	-	-	EOS	EOS	+	+	+	-	-	
Real-Time Metrics Engine (RTME)	EOS	EOS	EOS	EOS	+	+	+	+	-	

Reporting Templates	EOS	EOS	+	-	+	+	-	-	-	7.6.x CC Analyzer templates are located on the 8.0.x Reporting Templates CD.

Routing

Composer	-	-	-	-	+	+	-	-	
Orchestration Server (ORS)	-	-	-	-	+	+	-	-	
Universal Routing Server (URS)	EOS	EOS	EOS	EOS	+	+	+	-	-	
Voice Callback (VCB)	EOS	+	-	-	-	-	-	-	

SDKs

Genesys Interface Server	EOS	EOS	-	-	-	-	-	-	As a product, GIS merged into Interaction SDK starting with Release 7.2.
Interaction SDK	EOS	EOS	EOS	EOS	+	-	-	-	-	Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.

IVR SDK	EOS	EOS	EOS	+	-	+	+	+	-		
Platform SDK	-	-	EOS	EOS	+	+	+	+	-		
T-Library SDK (T-Library, JAVA Interface, ActiveX)	EOS	EOS	EOS	-	-	-	-	-	-		
SIP Endpoint SDK	-	-	-	-	-	+	+	+	+		
Voice Self Service											
Genesys Studio	EOS	-	EOS	EOS	+	-	-	-	-		
Genesys Voice Platform (GVP)	EOS	-	EOS	EOS	+	+	+	+	+		
Interactive Voice Response (IVR) Interface Option	EOS	EOS	EOS	+	-	+	+	+	-		
Voice Treatment Option (VTO)	+	-	-	-	-	-	-	-	-	Genesys announced End of Life (EOL) in August 2013. VTO reached End of Support (EOS) on August 28, 2015.	
Workforce Management											
Genesys Interaction Recording	-	-	-	-	-	-	-	+	-		
Genesys Quality Management	-	-	-	-	-	+	+	-	-		

Workforce Management	EOS	EOS	EOS	EOS	+	+	+	+	-	
Other Products										
Expert Contact	EOS	-	EOS	-	+	-	-	-	-	
Genesys Enterprise Telephony Software (GETS)	+	+	+	+	-	-	-	-		Genesys announced End of Life (EOL) in October 2012. GETS reached End of Support (EOS) on April 30, 2015.
Genesys Knowledge Center	-	-	-	-	-	-	+	-		
Genesys Rules System	-	-	-	-	-	-	+	+	-	
Genesys Social Engagement	-	-	-	-	-	-	-	+	-	
Genesys Speech and Text Analytics	-	-	-	-	-	+	+	+	-	
Genesys Mobile Services	-	-	-	-	-	-	+	+	-	
IP Media eXchange	EOS	-	-	-	-	-	-	-	-	
SIP Feature Server/ SIP Voicemail Server	-	-	-	-	-	-	+	-	-	In release 8.1.2, SIP Voicemail Server was renamed SIP Feature

										Server.
Unified Communications (UC) Connector	-	-	-	-	-	+	-	-	-	
Web Services and Applications	-	-	-	-	-	-	-	+	-	Web Services and Applications is a set of Web Services (REST APIs that you can use to create custom applications) and user interfaces that provide a web-based client interface to access Genesys services. The following UIs are currently offered: Workspace Web Edition (HTML 5 thin-client application) and Gplus Adapter for Salesforce (enables Salesforce

										users to handle contact center interactions within Salesforce).