



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Interoperability Guide

7.0 to 7.5 Interoperability with Configuration Layer Environment

12/16/2025

7.0 to 7.5 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 7.0 to 7.5 products with Configuration Layer Environment for Genesys products that are still supported.

Symbol/Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.

7.0 to 7.5 Interoperability with Configuration Layer Environment

Important

If your product and/version is not listed here, it reached End of Support. Contact your Genesys representative for further details.

Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
7.0 Products					
Gplus Adapter for Siebel CRM	Contact Customer Care for interoperability information.				Formerly called Gplus Adapter for Siebel 7.
Voice Treatment Option (VTO)	yes	yes	yes	no	
7.1 Products					
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	no	Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015. Contact Customer Care about any

Products	Configuration Layer Environment				Conditions/ Limitations
					interoperability questions before then.
Gplus Adapter for SAP Data Access Component	Contact Customer Care for interoperability information.				
Gplus Adapter for SAP ERP	Contact Customer Care for interoperability information.				
Gplus Adapter for SAP ICI Multi-Channel	Contact Customer Care for interoperability information.				
Gplus Adapter for Siebel CRM	Contact Customer Care for interoperability information.				
Voice Callback (VCB)	yes	yes	no	no	
7.2 Products					
Genesys Agent Scripting	yes	yes	yes	no	Works with Genesys Agent Desktop 7.5/ 7.6 starting from 7.2.1.
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	no	Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015. Contact Customer Care about any interoperability questions before then.
Genesys Adapter for Siebel CRM	Contact Customer Care for interoperability information.				
Load Distribution Server	yes	yes	yes	yes	
Reporting Templates	yes	no	no	no	
7.5 Products					
CCPulse+	yes	yes	yes		
Genesys Enterprise	yes	yes	yes	no	Genesys announced End

Products	Configuration Layer Environment				Conditions/ Limitations
Telephony Software (GETS)					of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015. Contact Customer Care about any interoperability questions before then.
Gplus Adapter for SAP Analytics	Contact Customer Care for interoperability information.				
Gplus Adapter for SAP ICI Multi-Channel	Contact Customer Care for interoperability information.				
Gplus Adapter for Siebel CRM	Contact Customer Care for interoperability information.				Formerly called Gplus Adapter for Siebel 7.
Gplus Campaign Synchronization Adapter for SAP	Contact Customer Care for interoperability information.				
HA Proxy	yes	yes	yes	yes	
Network SIP Server	yes	yes	yes	yes	