GENESYS™

Genesys Interoperability Guide

System Level Guides Current

12/20/2024

Table of Contents

Genesys Interoperability Guide

This guide provides system-level information about product availability and interoperability. You can use this information when you are planning to upgrade Genesys software and adding Genesys products.

This information is valid for the Genesys 7.x - 8.x releases to date. For additional details about changing or upgrading Genesys software, you should also review your product's documentation.

> ## Important
>
> - Genesys recently released a v9 suite that includes products with version 9.0.xxx.xx, 8.5.xxx.xx, and 8.1.xxx.xx. For this document, 9.0 refers to 7-digit versions (9.0.xxx.xx) not the suite.
>
> - These pages are continually updated to provide current information. More information will be added for Release 8.5+ as additional products become available.
>
> - Information for 7.0 to 7.5 products that have reached End of Support (EOS) was removed from this document. Contact your Genesys representative if you have a product version that has reached EOS and have any questions about it.

Understanding Information in this Book

The interoperability tables help you determine product availability and interoperability when planning:

- new releases and maintenance releases
- upgrades for your Genesys software
- additions of new Genesys products

For additional details about changing or upgrading Genesys software, you should also review your product's documentation.

Intended Audience

This guide is primarily intended for sales and pre-sales, Genesys partners, System Information administrators, and customers who want to change specific features of their Genesys software. This guide assumes that you have a basic understanding of:

- Computer-Telephony Integration (CTI) concepts, processes, terminology, and applications.

- Network design and operation.

- Your own network configurations.

You should also be familiar with Genesys Management Framework and Genesys products.

Related Documentation Resources

For additional information, see the list of other Genesys System-level guides and documentation:

- Related Documentation Resources

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

										Notes
										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).

7.x-8.x Interoperable Core Components

Genesys interoperable core components consist of:

- T-Servers
- DB Server
- Management Layer
- Stat Server

These core components are backward compatible between 7.x -8.x releases.

The latest release of these interoperable components may be used as maintenance releases or hot fixes for previous releases. Thus, they are known as **maintenance interoperable components.**

The Configuration Layer is defined by Configuration Server and Configuration Server Database with the same major release number.

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

7.x - 8.x Interoperable Core Components

	7.6 Configuration Layer Environment	8.0 Configuration Layer Environment	8.1 Configuration Layer Environment	8.5 Configuration Layer Environment
DB Server	yes	yes	yes	yes
Management Layer	yes	yes	yes	yes
Stat Server	yes	yes	yes	yes
T-Servers	yes	yes	yes	yes

Important

- For specific modifications required for the deployment of interoperable components, refer to your product's Release Notes.

- For deployment procedures and configuration instructions, refer to your product's Reference Manual and/or Deployment Guide.

- For important changes in configurable options, statistical values, and template values, refer to your product's Reference Manual and/or Deployment Guide.

Interoperability for Configuration Layer Environment

Check 7.x - 8.x product interoperability with Configuration Layer Environment:

- 7.0 to 7.5 Interoperability with Configuration Layer Environment
- 7.6 Interoperability with Configuration Layer Environment
- 8.0 Interoperability with Configuration Layer Environment
- 8.1 Interoperability with Configuration Layer Environment
- 8.5 Interoperability with Configuration Layer Environment
- 9.0 Interoperability with Configuration Layer Environment

Important

Configuration Layer Environment 7.0 through 7.5 reached End of Support. Contact your Genesys representative if you have questions.

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	

7.6 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 7.6 products with Configuration Layer Environment.

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..
n/a	Not applicable. The product does not depend on Configuration Layer.

7.6 Interoperability with Configuration Layer Environment

7.6 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Genesys Desktop	yes	yes	yes	yes	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
G*plus* Adapter for Microsoft Dynamics CRM	yes	yes	yes	yes	
Framework					
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	yes	yes	yes	no	

7.6 Products	Configuration Layer Environment				Conditions/ Limitations
Multimedia	yes	yes	yes	yes	• Interaction Server 7.6 is not supported in a multi-language Configuration Layer. A multi-language Configuration Layer requires Interaction Server version 8.1.200.27 or higher. • Formerly called Multi-Channel Routing [MCR].
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Contact Center Analyzer (CCA)	yes	yes	yes	yes	
Genesys Info Mart	yes	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Routing					
Universal Routing	yes	yes	yes	yes	
SDKs					
Interaction SDK	yes	yes	yes	yes*	**Note:** Interaction SDK values also apply to Genesys Integration Server,

7.6 Products	Configuration Layer Environment				Conditions/ Limitations
					which was merged into Interaction SDK with release 7.2. Interaction SDK requires Configuration Layer Environment 7.0.1 or higher. For Configuration Layer Environment 8.0, support begins with Interaction SDK 7.6.2+. For Configuration Layer Environment 8.1, support begins with Interaction SDK 7.6.4+. (*) For Configuration Layer Environment 8.5. support is only for AIL 7.6.6+.
Platform SDK	yes	yes	yes	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service					
Genesys Studio	n/a	n/a	n/a	n/a	
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.
Workforce Management					
Workforce Management	yes	yes	yes	yes	
Other Products					
Expert Contact	yes	yes	yes	yes	
Genesys Enterprise Telephony	yes	no	no	no	GETS reaches End of Support April 30, 2015.

7.6 Products	Configuration Layer Environment				Conditions/ Limitations
Software (GETS)					Contact Customer Care about any interoperability questions before then.

8.0 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 8.0 products with Configuration Layer Environment.

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.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.0 Interoperability with Configuration Layer Environment

8.0 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Composer	yes	yes	yes	yes	For further information, including usage of Composer in conjunction with URS and GVP, see the Composer production documentation.
G*plus* Adapter for Microsoft Dynamics CRM	yes	yes	yes	yes	
G*plus* Adapter for Siebel CRM	yes	yes	yes	yes	
G*plus* Adapter for SAP ICI Multi-Channel	yes	yes	yes	yes	
Interaction Workspace	no	yes	yes	no	Configuration Server 8.0.2+ is required to support Role Based Access

8.0 Products	Configuration Layer Environment				Conditions/ Limitations
					Control.
Framework					
Genesys Administrator	no	yes	yes	no	In order to perform monitoring of the Genesys environment using Genesys Administrator, version 8.0 of Framework Management Layer is required (in addition to Configuration Layer 8.0). For availability of product-specific monitoring features inside Genesys Administrator, and versions supported, please see the relevant product documentation. For RBAC functionality of Genesys Administrator and for Hierarchical multi-tenancy, Configuration Layer 8.0.2 is required.
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	no	yes	yes	yes	
LivePerson Adapter	yes	yes	no	no	
eServices/ Multimedia	yes	yes	yes	yes	Formerly called Multi-Channel Routing [MCR]. eServices 8.0 is not compatible with Config Layer 7.2 beginning with eServices 8.0.2.

8.0 Products	Configuration Layer Environment				Conditions/ Limitations
					See Genesys Migration Guide for more details on eServices interoperability.
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Advisors Cisco Adapter	yes	yes	yes	no	
Advisors Genesys Adapter	yes	yes	yes	no	
Agent Advisor	yes	yes	yes	no	
CCPulse+	yes	yes	yes	yes	
Contact Center Advisor	yes	yes	yes	no	
Contact Center Analyzer (CCA)	yes	yes	yes	yes	
Frontline Advisor	yes	yes	yes	no	
Genesys Info Mart (GIM)	yes	yes	yes	yes	
Genesys Interactive Insights (GI2)	n/a	n/a	n/a	n/a	
Genesys Interactive Insights for iWD	n/a	n/a	n/a	n/a	
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Workforce Advisor	yes	yes	yes	no	
Routing					
Orchestration Server (ORS)	no	yes	yes	yes	Orchestration Server 8.0 and 8.1 do not require a T-Server

8.0 Products	Configuration Layer Environment				Conditions/ Limitations
					connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection. See details in 'Interoperability for T-Servers' section.
Universal Routing (UR)	yes	yes	yes	yes	
SDKs					
IVR SDK	yes	yes	yes	yes	
Platform SDK	yes	yes	yes	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service					
Genesys Voice Platform (GVP)	no	yes	yes	no	Requires Genesys Administrator 8 for both configuration and management functionalities.
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Workforce Management					
Genesys Quality Management	yes	yes	yes	no	
Genesys Workforce Management	yes	yes	yes	yes	
Other Products					
Genesys Speech and Text Analytics	no	no	no	no	

8.0 Products	Configuration Layer Environment				Conditions/ Limitations
Unified Communications (UC) Connector	yes	yes	yes	yes	

8.1 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 8.1 products with Configuration Layer Environment.

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.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.1 Interoperability with Configuration Layer Environment

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Genesys Agent Scripting	yes	yes	yes	yes	Works with Genesys Agent Desktop Versions 7.5 and 7.6.
Composer	yes	yes	yes	yes	For further information, including usage of Composer in conjunction with URS and GVP, see the Composer production documentation.
Interaction Workspace	no	yes	yes	yes	• Interactive Workspace 8.1.x does not support the multi-language feature of

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					Configuration Server 8.5. • Configuration Server 8.0.2+ is required to support Role Based Access Control.
Framework					
Genesys Administrator	no	yes	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator, version 8.0 of Framework Management Layer is required (in addition to Configuration Layer 8.0). For availability of product-specific monitoring features inside Genesys Administrator, and versions supported, please see the relevant product documentation. • For RBAC functionality of Genesys

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					Administrator and for Hierarchical multi-tenancy, Configuration Layer 8.0.2 is required.
Genesys Administrator Extension	no	no	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1+ of Framework Management Layer is required (in addition to Configuration Layer 8.1+). For availability of product-specific monitoring features inside Genesys Administrator Extension, and versions supported, please see the relevant product documentation. • For RBAC functionality of Genesys Administrator Extension

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					and for Hierarchical multi-tenancy, Configuration Layer 8.1+ is required.
License Reporting Manager	no	yes	yes	no	
Network T-Servers	yes	yes	yes	yes	
SIP Proxy	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery deployment requires MFW 8.0.2+.
SIP Server	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery deployment requires MFW 8.0.2+.
T-Servers	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	no	no	yes	yes	In order to use the iWD Stat Server Java Extension (included with iWD 8.x) to support current-day reporting through Stat Server clients such as CCPulse+, Stat Server 8.0+ is

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					required.
eServices/ Multimedia	yes	yes	yes	yes	Formerly called Multi-Channel Routing [MCR]. See Genesys Migration Guide for more details on eServices interoperability.
Genesys Web Engagement	no	no	yes	yes	Full interoperability details for all dependent products are included with the deployment guide.
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Advisors Cisco Adapter	no	yes	yes	no	
Advisors Genesys Adapter	no	yes	yes	no	• Advisors 8.1.2, 8.1.3, and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Agent Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
CCPulse+	no	yes	yes	yes	
Contact Center Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Contact Center Advisor - Mobile Edition	no	yes	yes	no	Version 8.1.1, 8.1.2 and 8.1.4 Mobile Edition are available.
Contact Center Analyzer (CCA)	yes	yes	yes	yes	
Frontline Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					with Configuration Server 8.1.2.
Genesys Info Mart (GIM)	yes	yes	yes	yes	At a minimum, Genesys Info Mart release 8.1 requires Interaction Concentrator 8.1.000.24. To enable all of the functionality provided in this release of Genesys Info Mart, Genesys recommends that you use Interaction Concentrator release 8.1.400.08 or higher.
Genesys Interactive Insights (GI2)	n/a	n/a	n/a	n/a	
Genesys Interactive Insights for iWD	n/a	n/a	n/a	n/a	
Genesys Pulse	no	no	yes	yes	Genesys Pulse requires Genesys Administrator Extension, which requires Management Framework version 8.1.1 or higher.
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
Workforce Advisor	no	yes	yes	no	• Advisors 8.1.2 and 8.1.3 is compatible with Configuration Server 8.0.3xx. • Advisors 8.1.4 is compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Routing					
Orchestration Server (ORS)	no	yes	yes	yes	Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection. See details in 'Interoperability for T-Servers' section.
Universal Routing (UR)	yes	yes	yes	yes	
SDKs					
IVR SDK	yes	yes	yes	yes	
Platform SDK	yes	yes	yes	yes	See Platform SDK Interoperability with Genesys Components

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					for more detailed information.
Voice Self Service					
Genesys Voice Platform (GVP)	no	yes	yes	yes	Requires Genesys Administrator 8 for both configuration and management functionalities.
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Workforce Management					
Genesys Quality Management	yes	yes	yes	yes	
Genesys Workforce Management	yes	yes	yes	yes	
Other Products					
Genesys Mobile Services	no	no	yes	no	
Genesys Rules System	yes	yes	yes	yes	
Genesys Speech and Text Analytics	no	no	no	no	
SIP Voicemail Server	yes	yes	yes	yes	Requires SIP Server 8.1.

8.5 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 8.5 products with Configuration Layer Environment.

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.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.5 Interoperability with Configuration Layer Environment

8.5 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	**8.0**	**8.1**	**8.5**	
Desktops and Gplus Adapters					
Genesys Softphone	n/a	n/a	n/a	n/a	Genesys Softphone 8.5 was the first release of this product.
Workspace Desktop Edition	no	yes	yes	yes	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Framework					
Genesys Administrator Extension	no	yes	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1

8.5 Products	Configuration Layer Environment					Conditions/Limitations
						or later of Framework Management Layer is required (in addition to Configuration Layer 8.1). For availability of product-specific monitoring features inside Genesys Administrator Extension, and versions supported, please see the relevant product documentation.
						• For RBAC functionality of Genesys Administrator Extension and for Hierarchical multi-tenancy, Configuration Layer 8.1 or later is required.
						• GAX 8.5.260.xx and older GAX versions supports from Config Server 8.0.+
						• GAX 8.5.290+ supports

8.5 Products	Configuration Layer Environment				Conditions/ Limitations
					from Config Server 8.1.100.11+
License Reporting Manager	no	no	no	yes	
Multimedia Connector for Skype for Business	no	yes	yes	yes	
Multi-Channel					
Genesys Co-browse	no	no	yes	yes	
intelligent Workload Distribution (iWD)	no	no	yes but not recommended	yes	The Management Framework 8.5 Configuration Layer Environment is strongly recommended
eServices/ Multimedia	yes	yes	yes	yes	
Web RTC	no	yes	yes	yes	
Reporting					
Advisors Cisco Adapter	no	yes	yes	yes	
Advisors Genesys Adapter	no	yes	yes	yes	
Agent Advisor	no	yes	yes	yes	
Contact Center Advisor/ Workforce Advisor	no	yes	yes	yes	
Contact Center Advisor - Mobile Edition	no	yes	yes	yes	
Frontline Advisor	no	yes	yes	yes	
Genesys Info Mart (GIM)	yes	yes	yes	yes	
Genesys Pulse	no	no	yes	yes	Genesys Pulse requires Genesys

8.5 Products	Configuration Layer Environment				Conditions/Limitations
					Administrator Extension, which requires Management Framework version 8.1.1 or higher.
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
SDKs					
IVR SDK	yes	yes	yes	yes	
Platform SDK	yes	yes	yes	yes	
Voice Self Service					
Genesys Voice Platform (GVP)	no	yes	yes	yes	
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Workforce Management					
Genesys Interaction Recording	no	no	yes	yes	Genesys Interaction Recording 8.5 was the first release of this product.
Genesys Workforce Management	yes	yes	yes	yes	
Other Products					
Genesys Mobile Services	no	no	yes	yes	
Genesys Rules System	yes	yes	yes	yes	
Genesys Social Engagement	no	no	yes	yes	
Genesys Speech and Text Analytics	no	no	yes	yes	
Web Services and Applications	no	no	yes	yes	In multi-tenant Configuration Server deployments, Web Services and Applications

8.5 Products	Configuration Layer Environment				Conditions/ Limitations
					supports only one tenant that contains all configuration data.

9.0 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 9.0 products with Configuration Layer Environment.

Note: Genesys recently released a v9 suite that includes products with version 9.0.xxx.xx, 8.5.xxx.xx, and 8.1.xxx.xx. For this document, 9.0 refers to 7-digit versions (9.0.xxx.xx) not the suite.

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.
n/a	Not applicable. The product does not depend on Configuration Layer.

9.0 Interoperability with Configuration Layer Environment

9.0 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Genesys Administrator Extension	no	no	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1 or later of Framework Management Layer is required (in addition to Configuration Layer 8.1). For availability of product-specific monitoring features

9.0 Products	Configuration Layer Environment				Conditions/ Limitations
					inside Genesys Administrator Extension, and versions supported, please see the relevant product documentation. • For RBAC functionality of Genesys Administrator Extension and for Hierarchical multi-tenancy, Configuration Layer 8.1 or later is required. • GAX 9.x+ supports Framework 8.1 from Config Server 8.1.100.11+
Multi-Channel					
Genesys Co-browse	no	no	yes	yes	
Reporting					
Advisors Genesys Adapter	no	yes	yes	yes	
Billing Data Server (BDS)	no	no	no	yes	
Contact Center Advisor/ Workforce Advisor	no	yes	yes	yes	
Frontline Advisor	no	yes	yes	yes	
Genesys Pulse	no	no	yes	yes	Genesys Pulse

9.0 Products	Configuration Layer Environment				Conditions/ Limitations
					requires Management Framework version 8.1.1 or higher.
Voice Self Service					
Genesys Voice Platform (GVP)	no	no	no	yes	

Digital Messaging Server and Driver Compatibility

The table provides information for compatibility between Digital Messaging Server (DMS) and various Genesys driver components.

> **Important**
>
> Genesys strongly recommends to use the exact DMS version, which corresponds to the specific Driver version.

DMS Release	DMS Release Type	Bot Gateway Server	Genesys Driver for use with Apple Business Chat	Genesys Driver for SMS and MMS	Genesys Cloud API Driver for Facebook	Genesys Cloud API Driver for Twitter	Genesys Driver for use with WhatsApp via Hub
9.1.018.01 These versions do not support the scalability mode of the Genesys Hub driver	General	9.0.011.02	9.1.018.01	9.0.018.00	9.0.018.02	9.0.018.02	9.1.018.01
9.1.017.05 These versions do not support the scalability mode of the Genesys Hub driver	General	9.0.010.01	9.1.016.01	9.0.016.02	9.0.017.06	9.0.017.06	9.1.017.03
9.1.016.05 These versions do not support the scalability mode of the Genesys Hub driver	Update	9.0.009.05	9.1.016.01, 9.1.009.02	9.0.016.02	9.0.016.07	9.0.016.07, 9.0.017.03	9.1.015.02, 9.1.016.01
9.1.014.02	General	9.0.009.05, 9.0.010.01	9.1.009.02	9.0.015.00, 9.0.015.02	9.0.012.47, 9.0.015.09	9.0.012.47, 9.0.015.09	9.1.008.19, 9.1.014.01,

DMS Release	DMS Release Type	Bot Gateway Server	Genesys Driver for use with Apple Business Chat	Genesys Driver for SMS and MMS	Genesys Cloud API Driver for Facebook	Genesys Cloud API Driver for Twitter	Genesys Driver for use with WhatsApp via Hub
These versions do not support the scalability mode of the Genesys Hub driver							9.1.015.00, 9.1.015.01
9.1.008.31 These versions do not support the scalability mode of the Genesys Hub driver	General	Not supported	9.1.009.02	9.0+	9.0.012.47	9.0.012.47	9.1.008.19, 9.1.014.01, 9.1.015.00
9.1.008.23 These versions do not support the scalability mode of the Genesys Hub driver	Update	Not supported	9.1.000.03, 9.1.009.01	9.0+	9.0.012.35	9.0.012.35	9.1.008.12
9.1.008.08 These versions do not support the scalability mode of the Genesys Hub driver	Update	Not supported	9.1.000.03, 9.1.009.01	9.0+	9.0.012.23	9.0.012.23	9.1.008.05
9.1.008.07	Hot Fix	9.0.008.05	9.1.000.03	9.0+	9.0.012.12	9.0.012.12	9.1.007.08
9.1.008.06	Hot Fix	9.0.007.06	9.1.000.03	9.0+	9.0.012.09	9.0.012.09	9.1.007.08
9.1.008.02	Update	Not supported	9.1.000.03	9.0+	9.0.012.02	9.0.012.02	9.1.007.08
9.1.007.05	Update	Not supported	9.1.000.03	9.0+	9.0.011.51	9.0.011.51	9.1.007.08
9.1.006.15	Update	Not supported	9.1.000.03	9.0+	9.0.011.49	9.0.011.49	9.1.006.08
9.1.006.12	Update	Not supported	9.1.000.03	9.0+	9.0.011.31	9.0.011.31	9.1.006.08
9.1.006.11	Hot Fix	Not	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.006.08

DMS Release	DMS Release Type	Bot Gateway Server	Genesys Driver for use with Apple Business Chat	Genesys Driver for SMS and MMS	Genesys Cloud API Driver for Facebook	Genesys Cloud API Driver for Twitter	Genesys Driver for use with WhatsApp via Hub
		supported					
9.1.006.09 (flex protocol set by default)	Update	Not supported	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.006.08
9.1.006.03	Update	Not supported	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.005.07
9.1.005.04	Update	9.0.007.06	9.1.000.03	9.0+	9.0.011.10 (basic protocol)	9.0.011.10 (basic protocol)	9.1.005.07
9.1.003.12	Update	9.0.006.04 9.0.007.06	9.1.000.03	9.0+	9.0.011.04 (basic protocol)	9.0.011.04 (basic protocol)	9.1.004.08
9.1.003.10	Update	Not supported	9.1.000.03	9.0+	Not supported	Not supported	9.1.004.08
9.1.002.03	Update	Not supported	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.003.05
9.1.002.02	Update	Not supported	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.003.05
9.1.001.04	General	9.0.005.05 9.0.006.04	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.002.04
9.1.000.03	Update	Not supported	9.0+	9.0+	9.0.006.06	9.0.006.07	9.1.001.03
9.0.002.06	Update	Not supported	9.0+	9.0+	9.0.005.02	9.0.005.04	Not supported
9.0.001.10	General	9.0.004.08	9.0+	Not supported	9.0.003.10+	9.0+	Not supported
9.0.001.08	Update	Not supported	Not supported	Not supported	9.0.003.10+	9.0+	Not supported
9.0.000.23	General	Not supported	Not supported	Not supported	9.0 - 9.0.002.01	9.0+	Not supported
9.0.000.07	General	Not supported	Not supported	Not supported	9.0 - 9.0.002.01	9.0+	Not supported

Interoperability for Genesys Administrator Extension

This page describes the interoperability for Genesys Administrator Extension Plugins.

Interoperability for Genesys Administrator Extension Plugins

Interoperability for Genesys Administrator Extension (GAX)			
Plugin Name	**GAX 8.5 Interoperability and Compatibility**	**GAX 9.0 Interoperability and Compatibility**	**Conditions/ Limitations**
eServices Manager	Yes	Yes	Please note that support for this plugin begins with: • Genesys Administrator Extension 8.5.210.10 • Universal Contact Server 8.5.100.07
Genesys Knowledge Center	Yes	No	• GAX 9.0: Genesys Knowledge Center developed its own stand-alone product. As such, there is no plugin for GAX 9.0. • GAX 8.5: Supported for Genesys Knowledge Center Plugin for Administrator 8.5.1 - 8.5.3.
GIM Manager	Yes	Yes	
GIR Recording	Yes	Yes	Please note the following: • This is the call-recording plugin. • GAX 9.0: Compatibility begins with Recording Plug-

Interoperability for Genesys Administrator Extension (GAX)			
			in for GAX version 8.5.096.20.
GVP Reporting	Yes	Yes	Support begins with Genesys Administrator Extension 8.5.220.20 (or later).
iWD	Yes	Yes	
Interaction Server Cluster	No	Yes	
Log File Management Tool	No	Yes	This tool is developed/ maintained by Customer Care.
LRM Reporting	Yes	No	License Reporting Manager is no longer supported and will enter the End of Life track sometime in 2019.
Privacy Manager	Yes	Yes	Please note that support for this plugin begins with: • Genesys Administrator Extension 8.5.210.14 • Universal Contact Server 8.5.200.08 • Classification Server 8.5.100.08 • Chat Server 8.5.103, to create your own rules with Privacy Manager
Pulse	Yes	No	Genesys Pulse 9.0 includes an embedded GAX core and no longer needs a plugin.
SIP Device Management	Yes	Yes	
SIP Feature Server/ Voicemail	Yes	Yes	
Web Engagement	Yes	No	Version 8.1.1 is not supported. As of Genesys Web Engagement 8.5.1, GAX is decoupled from Genesys Web

Interoperability for Genesys Administrator Extension (GAX)			
			Engagement and no longer needs a plugin.

Genesys Pulse interoperability with other Genesys components

This table identifies the interoperability for Genesys Pulse with other Genesys components.

Component	8.0	8.1	8.5
Genesys Pulse 9.0			
Stat Server	No	No	Yes, 8.5.109 and higher
DB Server	No	Yes, 8.1.300.05 and higher Note: We recommend using embedded DB Server instead any of external DB Server version with Pulse 9.0.005 and newer. For more details on configuring Embedded Server, refer to the *Deployment Guide*.	Yes Note: We recommend using embedded DB Server instead any of external DB Server version with Pulse 9.0.005 and newer. For more details on configuring Embedded Server, refer to the *Deployment Guide*.
Configuration Server	No	Yes	Yes
Genesys Pulse 8.5.103 - 8.5.108			
Stat Server	No	No	Yes, 8.5.103 and higher
DB Server	No	Yes, 8.1.300.05 and higher	No
Configuration Server	No	Yes	Yes
Genesys Administrator	Not applicable	No	Yes, 8.5.220.20 - 8.5.260.16 Note: Genesys Pulse version 8.5.108.04 supports Genesys Administrator versions starting with 8.5.250.17 to 8.5.260.16.
Genesys Pulse 8.5.1 - 8.5.102			
Stat Server	No	Yes, 8.1.2 and higher	No
DB Server	No	Yes, 8.1.300.05 and higher	No
Configuration Server	No	Yes	Yes
Genesys Administrator	Not applicable	No	Yes, 8.5.200.18 - 8.5.260.16
Genesys Pulse 8.5.0			

Component	8.0	8.1	8.5
Stat Server	No	Yes, 8.1.2 and higher	No
DB Server	No	Yes, 8.1.300.05 and higher	No
Configuration Server	No	Yes	Yes
Genesys Administrator	Not applicable	No	Yes, 8.5.200.18 - 8.5.260.16

Genesys Intelligent Automation compatibility with other Genesys components

This table identifies the compatibility for Genesys Intelligent Automation with other Genesys components.To learn more about Digital Messaging Server and Driver Compatibility, read here.

Digital Messaging Server (DMS) and Bot Gateway Server (BGS) bundle	speechstorm-chatbot	ChatBotApi used
DMS 9.1.003.12 + BGS 9.0.006.04	fish-cbp-9.0.109.02.jar through fish-cbp-9.0.109.06.jar	900.6.04
DMS 9.1.005.04 + BGS 9.0.007.06	fish-cbp-9.0.110.XX.jar and up	900.7.01
DMS 9.1.006.09 with Genesys Driver for use with Genesys Hub 9.1.006.06 or higher	fish-cbp-9.0.123.XX.jar and up	900.7.01

Interoperability for Genesys Video Gateway

This page describes the interoperability for Genesys Video Gateway.

Symbol/Term	Definition
Yes	Genesys Video Gateway supports this version.
No	Genesys Video Gateway does not support this version.
–	Product is not available in the given version. Contact your Genesys representative for more information.

Interoperability for Between Genesys Video Gateway and Other Genesys Products

Component	8.0	8.1	8.5
Genesys Voice Platform	No	No	Yes
SIP Server	No	Yes	–
Universal Routing Server	No	Yes	–
Workspace Desktop Edition	No	No	Yes
Workspace SIP Endppoint	No	No	Yes

Interoperability for Between Genesys Video Gateway and SIP Endpoints

Name	Supported Version
CounterPath Bria	4.1
Genesys SIP Endpoint SDK	8.5.1
Workspace SIP Endpoint	8.5.1

Interoperability for Gplus Adapters

> ### Important
> For interoperability information for Gplus Adapters, contact Customer Care.

Interoperability for Reporting Templates

Check specific interoperability for:

- Reporting Templates and CCPulse+/CC Analyzer
- Reporting Templates and Solution Versions
- Reporting Templates and Stat Server

Important

Reporting Templates 7.0 through 7.1 reached End of Support. Contact your Genesys representative if you have questions.

Reporting Templates and CCPulse+/CC Analyzer

This page describes the interoperability of Genesys Reporting Templates with CCPulse+/CC Analyzer.

> ### Important
>
> - Reporting Templates 7.0 through 7.1 reached End of Support. Contact your Genesys representative if you have questions.
>
> - There is no 8.5 release of CCPulse+/CC Analyzer.
>
> - The 7.5 Reporting DVD provides the latest version of the CC Analyzer, which is version 7.2.

Symbol/Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified solution version.
none	No reporting templates for the specified reporting template version are compatible with the specified solution version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified solution version.

Reporting Templates and CCPulse+/CC Analyzer

Reporting Templates Version	Version of CCPulse+/CC Analyzer				
	7.5	**7.6 (CCA only)**	**8.0**	**8.1**	**Conditions/ Limitations**
7.2	all	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	
7.6	all	ERS, OCS, Voice, Web Media, E-mail,	ERS, OCS, Voice, Web Media, E-mail,	ERS, OCS, Voice, Web Media, E-mail,	

		VCB, OM-Sample	VCB, OM-Sample	VCB, OM-Sample	
8.0	all	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM-Sample	

Reporting Templates and Solution Versions

This page describes the interoperability of Genesys Reporting Templates with the solution versions.

> ### Important
>
> - Reporting Templates 7.0 through 7.1 reached End of Support. Contact your Genesys representative if you have questions.
> - For Voice Callback 7.1 Reporting Templates require Stat Server 7.0.3 or later, and Voice Callback 7.1 or later.

Symbol/Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified solution version.
none	No reporting templates for the specified reporting template version are compatible with the specified solution version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified solution version.

Reporting Templates and Solution Versions

Reporting Templates Version	Solution Versions				
	7.6	8.0	8.1	8.5	Conditions/ Limitations
7.2	all	all	none	none	
8.0	all	all	all	all	

Reporting Templates and Stat Server

This page describes the interoperability of Genesys 7.x and 8.x Reporting Templates with 7.x and 8.x Stat Server.

Symbol/Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified Stat Server version.
none	No reporting templates for the specified reporting template version are compatible with the specified Stat Server version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified Stat Server version.

Reporting Templates and Stat Server

> ### Important
>
> - The Reporting Template 8.0 CD contains 7.6 CC Analyzer Templates.
>
> - Reporting Templates 7.0 through 7.1 reached End of Support. Contact your Genesys representative if you have questions.

Reporting Templates Version	Version of Stat Server				
	7.6	**8.0**	**8.1**	**8.5**	**Conditions/Limitations**
7.2	all	all	all	all	
8.0	all	all	all	all	

Interoperability for T-Servers

This page describes the product dependencies on T-Servers and check product interoperability with T-Servers in various releases.

> ## Important
>
> - With some exceptions, version 7.5 Genesys products reached End of Support. See 7.x-9.x Product Availability for information products/versions that are still supported.
>
> - With the exception of T-Server 7.5 for EADS Telecom M6500 Succession and HA Proxy 7.5, all 7.5 T-Servers reached End of Support. Contact your Genesys representative if you have questions.

1. Check the Product Dependencies on T-Servers:

   - Genesys 7.x-8.x Product Dependencies on T-Servers

2. Check product interoperability within various releases:

   - Genesys 7.5 Product Interoperability with T-Servers

   - Genesys 7.6 Product Interoperability with T-Servers

   - Genesys 8.0 Product Interoperability with T-Servers

   - Genesys 8.1 Product Interoperability with T-Servers

   - Genesys 8.5 Product Interoperability with T-Servers

Genesys 7.x-8.x Product Dependencies on T-Servers

This page describes the Genesys 7.x-8.x Product Dependencies on T-Servers.

Genesys 7.x-8.x Product Dependencies on T-Servers

Symbol/Term	Definition
•	The given version of the product depends on T-Servers.
o	The given version of the product does not depend on T-Servers.
X	The product does not exist in the given version.
EOS	Product and/or version reached End of Support (EOS) and is no longer supported by Genesys. Contact your Genesys representative for more information.

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations
Desktops and Gplus Adapters						
Composer	X	X	o	o	X	
Genesys Agent Scripting	X	X	X	o	X	
Genesys Desktop	EOS	•	X	X	X	
Genesys Desktop .NET Toolkit	EOS	EOS	X	X	X	
Genesys Knowledge Center	X	X	X	X	o	
Genesys Softphone	X	X	X	X	o	
G*plus* Adapter	X	X	X	X	X	

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
for Microsoft CRM							
Gplus Adapter for Microsoft Dynamics CRM	X	•	•	X	X		
Gplus Adapter for SAP Analytics	o	X	X	X	X		
Gplus Adapter for SAP Data Access Component	X	X	X	X	X		
Gplus Adapter for SAP ERP	•	X	X	X	X		
Gplus Adapter for SAP ICI Multi- Channel	•	X	•	X	X		
Gplus Adapter for PeopleSoft CRM	X	X	X	X	X		
Gplus Adapter for Siebel CRM	•	X	•	X	X		
Gplus Adapter Campaign Synchronization Adapter for SAP	•	X	•	X	X		
Interaction Workspace	X	X	•	•	X	Interaction Workspace was renamed Workspace Desktop Edition	

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
						starting with release 8.5.	
Workspace Desktop Edition	X	X	X	X	•	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.	
Framework							
Genesys Administrator Extension	X	X	X	•	•		
License Reporting Manager	X	X	o	o	o		
Load Distribution Server	X	X	X	•	X		
Management Framework	o	o	o	o	o		
Network T-Servers	EOS	•	•	•	X		
SIP Proxy	X	X	X	•	X		
SIP Server	EOS	•	•	•	X		
T-Servers	•	•	•	•	X	Only HA Proxy for Nortel Communication Server 2000/2100 is still supported. All other 7.5 and earlier T-Servers reached End of Support.	
Multi-Channel							
eServices/ Multimedia	o	o	o	o	o		

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
Genesys Web Engagement	X	X	X	o	X		
intelligent Workload Distribution (iWD)	X	•	o	o	o		
WebRTC	X	X	X	X	o		
Outbound Contact							
Outbound Contact	EOS	•	•	•	X		
Reporting							
Advisors Cisco Adapter	X	X	o	o	o		
Advisors Genesys Adapter	X	X	o	•	•		
Agent Advisor	X	X	o	•	•		
Call Concentrator	X	X	X	X	X		
CCPulse+	o	X	o	X	X		
Contact Center Advisor	X	X	o	•	•		
Contact Center Advisor - Mobile Edition	X	X	o	•	•	Contact Center Advisor- Mobile Edition version 8.1.1 is also available, and is dependent on T-Server 8.1.	
Contact Center Analyzer (CCA)	X	o	X	X	X		
Frontline Advisor	X	X	o	•	•		
Genesys Info Mart	EOS	•	•	•	•		

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
Genesys Interactive Insights (GI2)	X	o	o	o	X		
Genesys Interactive Insights for iWD	X	X	o	X	X		
Interaction Concentrator (ICON)	EOS	•	•	•	X		
Pulse	X	X	X	o	o		
Real-Time Metrics Engine (RTME)	EOS	•	•	•	•		
Reporting Templates	X	X	X	X	X		
Workforce Advisor	X	X	o	•	•		
Routing							
Orchestration Server (ORS)	X	X	o	o	X	Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection. See details in 'Interoperability for T-Servers' section.	
Universal Routing (UR)	EOS	•	•	•	X		
Voice Callback (VCB)	X	X	X	X	X		
SDKs							

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
Genesys Interface Server	X	X	X	X	X		
Interaction SDK	EOS	•	X	X	X	**Note:** Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.	
IVR SDK	o	X	o	o	o		
Platform SDK	EOS	•	•	•	•		
T-Library SDK (T-Library, JAVA Interface, ActiveX)	X	X	X	X	X		
Voice Self Service							
Genesys Studio	o	o	o	o	X		
Genesys Voice Platform (GVP)	EOS	•	•	•	•	See the *Genesys Supported Media Interfaces Reference Manual* for an explanation of the relationship between Genesys Voice Platform (GVP) and T-Servers.	
Interactive Voice Response	•	X	•	•	•		

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
(IVR) Interface Option (IVR Server)							
Voice Treatment Options (VTO)	X	X	X	X	X		
Workforce Management							
Genesys Interaction Recording	X	X	X	X	o		
Genesys Quality Management	X	X	•	o	X	Genesys Quality Management 8.0 supports SIP Server (version 7.6, 8.0) and Cisco CM/UCM T-Server (version 7.6); no other T-Servers are supported.

Genesys Quality Management 8.1 supports SIP Server (version 7.6, 8.0, 8.1) and Cisco CM/ UCM T-Server (version 7.6); no other T-Servers are supported. | |
Workforce Management	o	o	o	o	o		
Other Products							
Expert Contact	X	•	X	X	X		
Genesys Enterprise Telephony Software	•	•	X	X	X	Genesys announced End of Life (EOL) in	

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations	
(GETS)						October 2012. GETS reaches End of Support (EOS) on April 30, 2015.	
Genesys Rules System	X	X	X	o	o		
Genesys Speech and Text Analytics	X	X	X	X	o		
IP Media eXchange	X	X	X	X	X		
Social Engagement	X	X	X	X	o		
SIP Feature Server/ Voicemail Server	X	X	X	o	X		
Unified Communications (UC) Connector	X	X	•	X	X		
Web Services and Applications	X	X	X	X	•		

Genesys 7.5 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 7.5 products that are still supported with various T-Servers.

> ## Important
>
> - All 7.5 products, but those listed here, reached End of Support. Contact your Genesys representative if you have questions.
>
> - With the exception of T-Server 7.5 for EADS Telecom M6500 Succession and HA Proxy 7.5, all 7.5 T-Servers reached End of Support. Contact your Genesys representative if you have questions.

Symbol/Term	Definition
yes	The given version of the product is compatible with specified version of T-Servers.
no	The given version of the product is not compatible with specified version of T-Servers.
-	Placeholder; waiting further 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 7.5 Product Interoperability with T-Servers

Genesys 7.5 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
G*plus* Adapter for SAP ERP	yes	yes	-	
G*plus* Adapter for SAP ICI Multi-Channel	yes	yes	-	
G*plus* Adapter for Siebel CRM	yes	yes	-	

Genesys 7.5 Products	Versions of T-Server			
Gplus Campaign Synchronization Adapter for SAP	yes	yes	-	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	
Other Products				
Genesys Enterprise Telephony Software (GETS)	yes	yes	-	Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015.

Genesys 7.6 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 7.6 products with various T-Servers.

Symbol/Term	Definition
yes	The given version of the product is compatible with specified version of T-Servers.
no	The given version of the product is not compatible with specified version of T-Servers.
-	Placeholder; waiting further information.
n/a	Not applicable.
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 7.6 Product Interoperability with T-Servers

Genesys 7.6 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Genesys Desktop	yes	yes	yes	
Genesys Desktop .NET Toolkit	EOS	EOS	EOS	
G*plus* Adapter for Microsoft Dynamics CRM	yes	yes	-	
Framework				
Network T-Servers	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Multi-Channel				
intelligent Workload Distribution (iWD)	yes	n/a	n/a	8.x releases do not depend on T-Server.
Outbound Contact				
Outbound Contact	yes	yes	yes	

Genesys 7.6 Products	Versions of T-Server			
Reporting				
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Routing				
Universal Routing	yes	yes	yes	
SDKs				
Interaction SDK	yes	yes	yes	For T-Servers 8.0, support begins with Interaction SDK 7.6.2+. For T-Servers 8.1, support begins with Interaction SDK 7.6.4+. **Note:** Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
Platform SDK	yes	yes	yes	
Other Products				
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015.
Expert Contact	yes	yes	-	

Genesys 8.0 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 8.0 products with various T-Servers.

Symbol/Term	Definition
yes	The given version of the product is compatible with specified version of T-Servers.
no	The given version of the product is not compatible with specified version of T-Servers.
-	Placeholder; waiting further information.

Genesys 8.0 Product Interoperability with T-Servers

Genesys 8.0 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Interaction Workspace	yes	yes	yes	
G*plus* Adapter for Microsoft Dynamics CRM	yes	yes	yes	
G*plus* Adapter for Siebel CRM	yes	yes	-	
G*plus* Adapter for SAP ICI Multi-Channel	yes	yes	yes	
Framework				
Network T-Servers	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Outbound Contact				
Outbound Contact	yes	yes	yes	
Reporting				
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	

Genesys 8.0 Products	Versions of T-Server			
Routing				
Orchestration Server (ORS)	no	yes	yes	Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection.
Universal Routing (UR)	yes	yes	yes	
SDKs				
IVR SDK	yes	yes	-	
Platform SDK	yes	yes	yes	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	
Other Products				
Unified Communications (UC) Connector	yes	yes	-	For UC Connector, Emulated Agents are required for versions of T-Server 7.6, and 8.0. For T-Servers 7.6: Cisco CM/UCM T-Server only.

Genesys 8.1 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 8.1 products with various T-Servers.

Symbol/Term	Definition
yes	The given version of the product is compatible with specified version of T-Servers.
no	The given version of the product is not compatible with specified version of T-Servers.
-	Placeholder; waiting further information.

Genesys 8.1 Product Interoperability with T-Servers

Note: This table will be updated further as more 8.1 products become available.

Genesys 8.1 Products	Versions of T-Server		
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Interaction Workspace	yes	yes	yes	
Gplus Adapter for Siebel CRM	yes	yes	-	
Framework				
Load Distribution Server	yes	yes	yes	
Network T-Servers	yes	yes	yes	
SIP Proxy	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Outbound Contact				
Outbound Contact	yes	yes	yes	
Reporting				
Advisors Genesys Adapter	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.

Genesys 8.1 Products	Versions of T-Server		
Agent Advisor	yes	yes	yes	Agent Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor	yes	yes	yes	Contact Center Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor-Mobile Edition	yes	yes	yes	Contact Center Advisor-Mobile Edition 8.1+ requires T-Server 7.6.008.01 or later.
Frontline Advisor	yes	yes	yes	Frontline Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Workforce Advisor	yes	yes	yes	Workforce Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Routing			
Orchestration Server (ORS)	no	yes	yes	Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection.
Universal Routing (UR)	yes	yes	yes	
SDKs			
Platform SDK	yes	yes	yes	
Voice Self Service			
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	

Genesys 8.1 Products	Versions of T-Server			
Other Products				
SIP Feature Server/ Voicemail Server	yes	yes	yes	
Unified Communications (UC) Connector	yes	yes	-	For UC Connector, Emulated Agents are required for versions of T-Server 7.6, and 8.0. For T-Servers 7.6: Cisco CM/UCM T-Server only.

Genesys 8.5 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 8.5 products with various T-Servers.

Symbol/Term	Definition
yes	The given version of the product is compatible with specified version of T-Servers.
no	The given version of the product is not compatible with specified version of T-Servers.
-	Placeholder; waiting further information.

Genesys 8.5 Product Interoperability with T-Servers

Note: This table will be updated further as more 8.5 products become available.

Genesys 8.5 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Workspace Desktop Edition	yes	yes	yes	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Reporting				
Advisors Genesys Adapter	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.
Agent Advisor	yes	yes	yes	Agent Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor	yes	yes	yes	Contact Center Advisor 8.1+

Genesys 8.5 Products	Versions of T-Server			
				requires T-Server 7.6.008.01 or later.
Contact Center Advisor-Mobile Edition	yes	yes	yes	Contact Center Advisor-Mobile Edition 8.1+ requires T-Server 7.6.008.01 or later.
Frontline Advisor	yes	yes	yes	Frontline Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Genesys Info Mart (GIM)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Workforce Advisor	yes	yes	yes	Workforce Advisor 8.1+ requires T-Server 7.6.008.01 or later.
SDKs				
Platform SDK	yes	yes	yes	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	
Other Products				
Web Services and Applications	no	no	yes	

Interoperability for Workspace Desktop Edition

This page provides an interoperability matrices for the following: Workspace Desktop Edition and other Genesys products, Workspace Desktop Edition Plugins, and Workspace SIP Endpoint.

The interoperability tables in this section include:

- Interoperability between Workspace Desktop Edition 8.5 and other Genesys Products
- Interoperability between Interaction Workspace 8.1 and other Genesys Products
- Interoperability for Workspace Desktop Edition Plugins
- Interoperability for Workspace SIP Endpoint

Interoperability between Workspace Desktop Edition 8.5 and other Genesys Products

This page provides interoperability information for Workspace Desktop Edition 8.5 with Genesys products from release 7.6 through 8.5..

Servers/ Applications	Releases						Conditions/ Limitations
	7.6	8.0	8.1	8.5	9.0	9.1	
Configuration Server	Not Supported	Supported	Supported	Supported	Not Applicable	Not Applicable	For release 8.0, supported for Configuration Server 8.0.2+
Genesys Administrator	Not Applicable	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	For release 8.0, supported for Genesys Administrator 8.0.2+
Genesys Administrator Extension	Not Applicable	Not Applicable	Not Supported	Not Supported	Not Applicable	Not Applicable	For releases 8.1 and 8.5, Genesys Administrator Extension does not support importing metadata into the template.
Genesys Agent Scripting	Not Supported	Not Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Genesys Chat	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Genesys Co-browse	Not Applicable	Not Applicable	Supported	Supported	Supported	Not Applicable	
Genesys E-mail	Not Supported	Supported	Supported	Supported	Not Applicable	Not Applicable	

Servers/ Applications	Releases						Conditions/ Limitations
Genesys Knowledge Center	Not Supported	Not Supported	Not Supported	Supported	Not Applicable	Not Applicable	
Genesys Mobile Services	Not Applicable	Not Applicable	Not Applicable	Supported	Not Applicable	Not Applicable	Workspace Desktop Edition (WDE) supports Genesys Callback using GMS version 8.5.102 or higher.
Genesys Quality Management	Not Applicable	Not Applicable	Supported	Not Applicable	Not Applicable	Not Applicable	
Genesys SMS	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Genesys Web Callback	Not Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Genesys Web Engagement	Not Applicable	Not Applicable	Supported	Not Applicable	Not Applicable	Not Applicable	
intelligent Workload Distribution	Not Applicable	Supported	Supported	Supported	Not Applicable	Not Applicable	
Outbound Contact	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
RTME (Stat Server)	Supported	Supported	Supported	Supported	Not Applicable	Not Applicable	
SIP Server	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Social Media Engagement	Not Applicable	Not Supported	Supported	Supported	Not Applicable	Not Applicable	
T-Server	Supported	Supported	Supported	Not Applicable	Not Applicable	Not Applicable	
Universal Contact Server (UCS)	Not Supported	Supported	Supported	Supported	Not Applicable	Supported	The Contact Identification algorithm in UCS was reworked and may impact suggested Contacts

Servers/ Applications	Releases						Conditions/ Limitations
							and Contact Identification in Workspace Desktop Edition. Please see Contact Identification in the UCS 9.1 documentation for information.

Interoperability between Interaction Workspace 8.1 and other Genesys Products

This page provides interoperability information for Interaction Workspace 8.1.4 with Genesys products from release 7.6 through 8.5..

Servers/ Applications	Releases				Conditions/ Limitations
	7.6	**8.0**	**8.1**	**8.5**	
Configuration Server	Not Supported	Supported	Supported	Supported	• Interactive Workspace 8.1.x does not support the multi-language feature of Configuration Server 8.5. • For release 8.0, supported for Configuration Server 8.0.2+
Genesys Administrator	Not Applicable	Supported	Supported	Not Applicable	For release 8.0, supported for Genesys Administrator 8.0.2+
Genesys Administrator Extension	Not Applicable	Not Applicable	Not Supported	Not Supported	
Genesys Agent Scripting	Not Supported	Not Supported	Supported	Not Applicable	
Genesys Chat	Not Supported	Supported	Supported	Supported (see condition)	Interaction Workspace 8.1 is interoperable with Genesys Chat 8.5 if the Chat Server **send-typing-notice-back** option is

Servers/ Applications	Releases				Conditions/ Limitations
					enabled.
Genesys Co-browse	Not Applicable	Not Applicable	Supported	Not Supported	
Genesys E-mail	Not Supported	Supported	Supported	Supported	
Genesys SMS	Not Supported	Supported	Supported	Supported	
Genesys Quality Management	Not Applicable	Not Applicable	Supported	Not Applicable	
Genesys Web Callback	Not Supported	Supported	Supported	Not Applicable	
Genesys Web Engagement	Not Applicable	Not Applicable	Supported	Not Applicable	
intelligent Workload Distribution	Not Applicable	Supported	Supported	Not Supported	
Outbound Contact	Supported	Supported	Supported	Not Applicable	
RTME (Stat Server)	Supported	Supported	Supported	Supported	
SIP Server	Supported	Supported	Supported	Not Applicable	
Social Media Engagement	Not Applicable	Not Supported	Supported	Not Supported	
T-Server	Supported	Supported	Supported	Not Applicable	
Universal Contact Server (UCS)	Not Supported	Supported	Supported	Supported	

Interoperability for Workspace Desktop Edition Plugins

This page provides interoperability/compatability information for Interaction Workspace/Workspace Desktop Edition and Plug-ins.

	Workspace 8.1	Workspace 8.5	Conditions/Limitations
Genesys Co-browse Plug-in for Interaction Workspace/Workspace Desktop Edition	Supported	Supported	
Genesys Knowledge Center Plugin for Workspace Desktop Edition	Not Supported	Supported	The first supported release of this plugin is 8.5.100.11.
Genesys Web Engagement Plug-in for Interaction Workspace; Genesys Proactive Engagement Plug-in for Workspace Desktop Edition	Supported	Supported	
Interaction Workspace Plug-in for Genesys Agent Scripting	Supported	Supported	
Interaction Workspace Plug-in for Facebook	Supported	Not Supported	
Interaction Workspace Plug-in for Lync	Supported	Supported	Only for SIP Server-based Lync integration
Interaction Workspace Plug-in for RSS	Supported	Not Supported	
Interaction Workspace Plug-in for Twitter	Supported	Not Supported	
Social Media Plug-in for Workspace Desktop Edition	Not Supported	Supported	
Workspace Plugin for Skype for Business	Not Supported	Supported	For native integrations with Lync and Skype for Business

Interoperability for Workspace SIP Endpoint / Genesys Softphone

This page provide interoperability/compatability information for Interaction Workspace/Workspace Desktop Edition and Workpace SIP Endpoint and Genesys Softphone.

	Workspace 8.1	**Workspace 8.5**	**Conditions/ Limitations**
Genesys Softphone 9.0	Not Supported	Supported	• VDI (Virtual Desktop Infrastructure) along with VMWARE and Citrix are not supported. • No video support. • No centralized ClickOnce deployment.
Interaction Workspace SIP Endpoint 8.0	Supported	Supported	You cannot build a ClickOnce package bundling Interaction Workspace SIP Endpoint 8.0 and Workspace 8.5.
Workspace SIP Endpoint 8.5	Supported	Supported	You cannot build a ClickOnce package bundling Workspace SIP Endpoint 8.5 and Workspace 8.1.

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.