Genesys Interoperability Guide

8.0 Interoperability with Configuration Layer Environment

3/5/2025

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	