GENESYS™

Supported Media Interfaces

Workspace and SDK Switch Support

5/9/2025

Workspace and SDK Switch Support

Click here for **Switch Support for Workspace Web Edition, Genesys Web Services and Gplus Adapters on Web Services**.

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Tier 1			
Alcatel	OmniPCX Enterprise (OXE)A4400	8.0.1+	7.6+
Aspect	ACD	8.0.1+	7.6+
Aspect	Spectrum	8.0.1+	7.6+
Avaya	G3 (now called S8000 Series)	8.0.1+	7.6+
Broadsoft	Broadworks	8.1.4+	-
EADS Intecom	E Series	8.0.1+	7.6+
EADS Intecom	PointSpan	8.0.1+	7.6+
Ericsson	MD110	8.0.2+	7.6+
NEC	Small-TDM	No	7.6+
NEC	Large-TDM	8.0.1+	7.6+
NEC	Small-IP	No	No

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
NEC	Large-IP	No	No
NEC	SV 7000	8.0.1+	7.6+
Nortel	Nortel Communication Server 2000/2100(formerly DMS-100)	8.0.2+	7.6+
Nortel	Nortel Communication Server 1000 (formerly Meridian 1) (Meridian Link 5c and SCCS)	8.0.1+	7.6+
Siemens	Hicom 300E	No	7.6+
Siemens	HiPath 4000 CSTA III	8.0.1+	7.6+
SIP Server		8.0.1+	7.6+

Tier 2

Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Alcatel	OmniPCX Office (OXO)/A4200	No	7.6+
Cisco Unified Communications Manager	IP PBX	8.0.1+	7.6+
EADS Telecom M6500	NeXspan 50	No	7.6
Mitel	MN-3300	No	7.6+
Nortel	CSE 1000	No	No
Nortel	CSE 2000	No	No
Siemens	HiPath DX (formerly "Realitis DX" and "iSDX")	No	7.6+

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Switch Vendor	Switch Name	Workspace Desktop Edition (formerly Interaction Workspace)	Interaction SDK (AIL and GIS)
Tadiran Telecom	Coral Flexicom	No	No