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Callback User's Guide

Prerequisites

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Prerequisites

Modified in 8.5.2

Callback is provided through Genesys Mobile Environment components and requires that your system meets the software requirements established in the Genesys Supported Operating Environment Reference Manual for Genesys Mobile Services (GMS), as well as meeting the following minimum requirements:

Hardware Requirements

The following are minimum requirements:

- CPU: Quad Core
- Memory: 4GB
- Disk: 160GB
- At least 2-3 nodes recommended for redundancy and availability

OS Requirements

- [Genesys Supported Operating Environment Reference Guide](#)

Important

For Linux installations, the Linux compatibility packages must be installed prior to installing the Genesys IPs.

Browser Support

- [Supported Operating Environment Reference Guide](#)

Java Requirements

Java 64 bits

- Before 8.5.206.04: Support for JDK 8 only
- Starting in 8.5.206.04: Support for Open JDK 8
- Starting in 8.5.208.09: Support for Open JDK 11 and for Oracle JDK 11
- Starting in 8.5.300.02: Support for Open JDK 17

Important

Starting from 8.5.300.02, GMS no longer supports JDK 8 and 11.

Tip

Edit JAVA_HOME to point to the JDK installation folder, for example, C:\Program Files\Java\<your JDK>. In some scenarios, the GMS installer may fail to find Open JDK 1.x. The workaround is to install Oracle JDK first, proceed with the installation, then once GMS is installed, point the JAVA_HOME variable to OpenJDK.

Cassandra Support on Linux

Modified in: 8.5.230.06

GMS now supports Datastax Driver

- Cassandra 4.X: Tested version is 4.0

Tip

When you deploy Genesys Mobile Environment for Chat API V2, Email API V2, and Open Media API V2, Cassandra is required only if you enable mobile push notifications.

Genesys Environment

Modified in 8.5.200.07, 8.5.201.04

In addition to having a **Genesys Management Framework 8.1** environment installed and running, the following table lists the Genesys components that are used with a GMS installation.

Genesys Component	Minimum Version Required	Comments
Orchestration Server (ORS)	<ul style="list-style-type: none"> 8.1.400.26 8.1.400.74 for GMS 8.5.201.04 and higher 	<p>Optional, installed, and running:</p> <ul style="list-style-type: none"> An HTTP port must be enabled in the related Application object. The ORS server must use the Orchestration Server type in Configuration Manager. Deploy ORS in non-clustered mode. As a result, an ORS primary outage does not recover callback sessions. However, GMS detects and re-schedules callbacks on ORS Backup. GMS similarly recovers from ORS session failures. <div> Important You need a minimum of ORS 8.1.300.30 to be able to do Load Balancing with GMS. </div>
Universal Routing Server (URS)	8.1.400.45	Mandatory, required for the GMS services, and if you plan to use URS-based dialing in Callback applications.
Interaction Routing Designer (IRD)	8.1.400.26	Mandatory, required for strategies running on URS.
SIP Server	8.1.100.67	<ul style="list-style-type: none"> SIP or Inbound Voice is required for agents. SIP Server is recommended for outbound calling for Callback.
Chat Server	8.1.000.26	Used for Chat support.
	8.5.105+	Required if you plan to use features related to file management.
	8.5.109+	Required if you plan to use Digital Channels Chat over CometD API feature.
Interaction Server	8.0.200.11	Used for Chat support.
Universal Contact Server (UCS)	8.5.200.19	Used for Digital Channel.
E-mail Server (ESJ)	8.5.103.01	Used for Digital Channel.

Prerequisites

Genesys Component	Minimum Version Required	Comments
Stat Server	8.x	Used to obtain statistics.
Media Server	8.1.410.33	Used for Callback services, in order to play treatments and use Call Progress Detection (CPD) for outbound calls.
Resource Manager	8.1.410.13	Used for Callback services, in order to play treatments and use Call Progress Detection (CPD) for outbound calls.
Workspace Desktop Edition	(optional) 8.5.111.21	Support for Genesys Callback . This component is not mandatory.

Integrating with GVP or Media Server

Genesys Voice Platform (GVP) provides VoiceXML features in addition to the Media Server features. You need GVP only if you need VoiceXML. In any other case, Media Server is sufficient and will provide better performances without GVP.

See [GVP Documentation](#) for further details.

Historical Reporting

Mandatory Genesys Components

Component	Minimum Version
Orchestration Server	8.1.400.24
Universal Routing Server	8.1.400.22
Interaction Concentrator	8.1.506.07
Genesys Info Mart	8.5.005 (GA)
Reporting and Analytics Aggregates (RAA)	8.5.000.02
Genesys Interactive Insights (GI2)	8.5.000.02