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Deployment Guide

[Related Components](#)

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Related Components



Purpose: List components required for installing Genesys Web Engagement and creating your web engagement application.

Contents

- [1 Related Components](#)
 - [1.1 Server Dependencies](#)
 - [1.2 Components for your Application Development](#)
 - [1.3 Components for Interaction Management](#)
 - [1.4 Additional Components \(Optional\)](#)

Server Dependencies

The following servers are mandatory connections for the Web Engagement Servers:

Server Name	Compliant Versions (and later)
Orchestration Server	8.1.300.25
Universal Routing Server	8.1.300.20
Stat Server	8.1.000.23
Interaction Server	8.1.200.27
Chat Server	8.0.100.08
Contact Server	8.1.000.01
Genesys Rules Authoring Server	8.1.200.17
Configuration Server (for UTF-8 support)	8.1.200.04

Components for your Application Development

The following components are mandatory for the creation of customized Web Engagement applications:

Component Name	Compliant versions	Details
Genesys Rules Authoring Tool	8.1.200.17 or later	You must create a user with Roles Privileges that enable the creation of Rules package in Genesys Rules Authoring. See Role-Based Access Control in the Genesys Rules System Deployment Guide.
Genesys Rules Development Tool	8.1.200.17 or later	This component must be deployed as Composer plug-in or independently in Eclipse; make sure that settings are correct for Configuration Server and Repository Server, as detailed in Installing the GRDT Component in the Genesys Rules System Deployment Guide.
Composer	8.1.300.51 or later	Mandatory to publish the Web Engagement rules template . This component can also be used to update or deploy routing and engagement strategies.
Genesys Administrator Extension	8.1.400.43 or later	Mandatory for the simple engagement model .

Component Name	Compliant versions	Details
Genesys Administrator	8.1.300.02 or later	Mandatory.

Components for Interaction Management

- Interaction Workspace, version 8.1.301.10 and later.

Additional Components (Optional)

- CCPulse+, version 8.0.000.36