GENESYS™

Workspace Desktop Edition Deployment Guide

Supported systems and switches

4/2/2025

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[**Modified:** 8.5.116.10]

Contents

Supported systems

Refer to the Workspace Desktop Edition topics and the Workspace SIP Endpoint topics in the Genesys Supported Operating Environment Reference Guide.

For information about Virtual Desktop Infrastucture (for example: RDP, VMWare, XenApp, XenDesktop), refer to the Genesys Virtualization Platform Support topics in the *Genesys Supported Operating Environment Reference Guide*.

Supported switches

The following switches are supported:

- Avaya Communication Server
- Alcatel OmniPCX Enterprise (OXE)/A4400
- Cisco CallManager (CM) IP PBX
- EADS Telecom Intecom E Series
- EADS Telecom Intecom M6880 PointSpan
- Ericsson MD110
- Ericsson MX-ONE
- NEC Small TDM
- NEC Large TDM
- NEC Small Hybrid
- NEC Large Hybrid
- NEC SV7000
- Nortel Communication Server 1000
- Nortel Communication Server 2000/2100
- SIP Server
- Spectrum
- Siemens HiPath 4000 v (including family: 4000, 4300, 4500, 4900)

See *Supported Operating Environment Reference Guide* for a list of switches that are supported by the Workspace Voice Section. To achieve full support of the following switches, configure the place at which the agent logs in as described in the following tables, for the following DN configurations.

> **Important**
>
> For information about configuring Statistic Server to report properly the status of destination Agents in the case they are logged in a Place configured with two DNs, refer to statserver Section in the RTME Options Reference.

Place Configuration for Agent Login: 2 DNs (1 Extension and 1 Position) [**Modified:** 8.5.116.10]

Place Configuration for Agent Login: 2 DNs (1 Extension and 1 Position)

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
• Cisco CallManager (CM) IP PBX [**Added:** 8.5.116.10] • Nortel Communication Server 1000 with SCCS/MLS (formerly Nortel Symposium and Nortel Meridian 1) • Nortel Communication Server 2000/2100 (formerly DMS 100)NEC APEX (American Version)NEC SV7000	2 DNs: • 1 Extension • 1 ACD Position	No constraint	1 Voice DN (ACD Position number)

Place Configuration for Agent Login: 1 DN or More

Place Configuration for Agent Login: 1 DN or More

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
• Ericsson MD110 • Ericsson MX-ONE • NEC SV7000	1 DN or more: • 1 Extension (ODN) • n= 0/1 ACD Positions (ADN)	No constraint	1 Voice DN (Extension number)

Place Configuration for Agent Login: 1 DN (1 Extension or 1 Position)

Place Configuration for Agent Login: 1 DN (1 Extension or 1 Position)

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
• Avaya Definity G3 • Cisco CallManager (CM) IP PBX • EADS Telecom M6500EADS (Intecom) • EEADS (Intecom) Point Span • Rockwell Spectrum • Siemens HiPath 4000 CSTA 3 • SIP Server	1 DN: • 1 Extension *or* • 1 ACD Position	No constraint	1 Voice DN (Extension number or ACD Position number)

Place Configuration for Agent Login: Alcatel OmniPCX Enterprise (OXE)/A4400-specific

Place Configuration for Agent Login: Alcatel OmniPCX Enterprise (OXE)/A4400-specific

Switches	DN in Configuration Manager	Agent login in Configuration Manager	DN ID reflected
• Alcatel OmniPCX Enterprise (OXE)/A4400 Agent Substitute	In switch: • 1 Extension • 1 ACD Position In place: • Shortcut to Extension only	LoginID equal to ACD Position number	`(T-server option: agent-substitute=true)` Extension if logged outPosition if logged in
Alcatel OmniPCX Enterprise (OXE)/A4400 Agent emulated	In switch: • 1 Extension In place: • Shortcut to Extension	Not define position for login ID	`agent-substitute=true/false`

Tip
In some cases, for some of the switches that are listed in the Table - **Place**

> **Configuration for Agent Login: 2 DNs (1 Extension and 1 Position)**, an agent cannot see all of the DNs in the place configuration; sometimes only one DN is visible that includes the features of all of the other DNs.

For some switches you must set the `spl.switch-policy-label` option in either the switch annex or the DN annex to specify the operating mode of the switch if it is different from the default mode chosen by Workspace.

Workspace automatically assigns the best switch policy for the switch that you are using. If you want to override the default policy, you can force Workspace to use a different policy.

Section: interaction-workspace

spl.switch-policy-label

[**Modified:** 8.5.116.10, 8.5.117.18]

Possible values:

- Default Value: Depends on Switching office type. The default value is only available if Workspace detects an ACD Position\Extension pair.
- Valid Values:
    - Nortel CS 1000 switch: `NortelMeridianCallCenter::MLS` (default), `NortelMeridianCallCenter::SCCS`
    - Nortel Communication Server 2000 switch: Valid Values: `NortelDMS100` (default), `NortelDMS100::PDNMode`
    - Cisco CallManager switch for 2 DNs configuration [**Added:** 8.5.116.10]: Valid Values:
        - `CiscoCM::MultiDN::Position` (default): Position is used for ThisDn for the MakeCall request.
        - `CiscoCM::MultiDN::Extension`: Extension is used for ThisDn for the MakeCall request.
    - Microsoft Lync Switch: `SIPSwitch::Lync`: Prevents Workspace from starting Workspace SIP Endpoint for Lync DNs and also applies the specific Switch Policy for Lync. This option is required in hybrid environments where agents are configured to work with Places that contain at least one Voice DN from SIP Server and one Voice DN from Lync TServer [**Added:** 8.5.117.18].