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Deployment Guide

Product License Coverage

12/18/2025

Product License Coverage

Genesys has over 100 product licenses, not all of which can be measured and tracked by LRM. LRM focuses primarily on the most common licenses that are used in production systems. Laboratory and demonstration system licenses are not tracked.

The Product License Coverage table lists the licenses that are measured and tracked in License Reporting Manager.

Product License Coverage

Product category	Product	Releases	Measurement	Condition/Limitation
Base platform	Genesys CIM Platform-MS	7.6+	Concurrent and Enabled Seats	
Base platform	Genesys CIM Platform-SS	7.6+	Concurrent and Enabled Seats	
Base platform	HA-CIM	7.6+	Concurrent and Enabled Seats	
Desktops and Gplus Adapters	Computer-telephony integration (CTI)	7.6+	Concurrent and Enabled Seats	Restricted to existing customers
Desktops and Gplus Adapters	Genesys Agent Desktop	7.6.3+	Concurrent and Enabled Seats	
Desktops and Gplus Adapters	Genesys Supervisor Desktop	7.6.3+	Concurrent and Enabled Seats	
Desktops and Gplus Adapters	Interaction Workspace	8.1+	Concurrent and Enabled Seats	
Multi-channel	Genesys E-Mail	7.6+	Concurrent and Enabled Seats	
Multi-Channel	Genesys Social Media	7.6+	Concurrent and Enabled Seats	
Multi-channel	Genesys Web Media	7.6+	Concurrent and Enabled Seats	
Multi-channel	SIP Voicemail	8.1	Concurrent and Enabled Seats	
Multi-channel	Third-party work items	7.6+	Concurrent and Enabled Seats	
Outbound Contact	Genesys Outbound Contact - MS	7.6+	Concurrent and Enabled Seats	
Reporting	Genesys Info Mart	7.6+	Concurrent and Enabled Seats	
Reporting	Genesys Interactive Insights (GI2)	7.6+	Concurrent and Enabled Seats	

Product category	Product	Releases	Measurement	Condition/Limitation
Routing	Agent Connector	7.6+	Concurrent and Enabled Seats	
Routing	Genesys Inbound Voice	7.6+	Concurrent and Enabled Seats	
Routing	Genesys Network Voice	7.6+	Concurrent and Enabled Seats	
Routing	IVR Connector	7.6+	Concurrent and Enabled Seats	
Routing	SIP Server	7.6+	Concurrent and Enabled Seats	
Routing	Skills Based Routing	7.6+	Concurrent and Enabled Seats	Restricted to existing customers
Voice Portal	Call Qualification Parking	8.1.6+	Concurrent ports	
Voice Portal	GVP ASR Ports	8.1.6+	Concurrent ports	
Voice Portal	GVP TTS Ports	8.1.6+	Concurrent ports	
Voice Portal	GVP Ports	8.1.6+	Concurrent ports	
Workforce Management	Genesys Workforce Management	7.6+	Concurrent and Enabled Seats	
Workforce Management	QM - Call Recording	8.1+	Concurrent and Enabled Seats	