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# Genesys Licensing Guide

Genesys Feature Names

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The **FEATURE Names by Application** table lists the Genesys v8.0, 8.1, 8.5 and 9.0 products that require technical licenses, and the technical license FEATURE names, which must be specified in the technical license section of the license data file.

## FEATURE Names by Application

Genesys Application Name	FEATURE Name	Description	Comments
Agent Interaction Java	ISDK_FACTORY	License for access to Agent-facing functionality of AIL.	One license per AIL instance
	ISDK_QUEUE	License to enable usage of the Routing service.	One license per AIL instance
Call Concentrator	CConCopies	Call Concentrator licenses	One license per instance
Classification Server	ics_nlp_content_analysis	Intelligent content analysis license	Feature license
Configuration Import Wizard	ConfigurationImport	Configuration Import Wizard licenses	One license per configuration environment
Configuration Server	CLDistributed	Configuration Server license to provide support for a distributed configuration environment	One license per configuration environment
CPD Server	occ_port	CPD Server license to use Dialogic ports	One license per port
CSTA Connector for BroadSoft BroadWorks	csta_connector_bw_sdn	CSTA Connector for BroadSoft BroadWorks seat licenses to support basic contact center operations and register seat-related DNS	One license per seat per CSTA Connector for BroadSoft BroadWorks redundancy cluster.  Refer to the num-sdn-licenses and num-of-licenses option descriptions in your CSTA Connector Deployment Guide
Genesys Desktop	ISDK_FACTORY	Genesys Desktop license to enable Desktop instances	One license per configuration environment
	DESKTOP_AGENT	Genesys Desktop license to enable all agent-related features	One license per concurrent user
	DESKTOP_SUPERVISOR	Genesys Desktop license to enable both	One license per concurrent user

Genesys Application Name	FEATURE Name	Description	Comments
		supervisor-related and agent-related features	
Genesys Desktop .NET Toolkit	ISDK_FACTORY	GIS license required to support GIS Agent Interaction Interface.	One license per GIS instance
	ISDK_QUEUE	GIS license to enable usage of the Routing service.	One license per GIS instance
	GIS	The number of running instances of GIS.	One license per server instance
	GIS_INTERACTIONSERVICE	GIS licenses required to support client connections to GIS Interaction service.	One license per concurrent client connection
Genesys Info Mart  (Note: Starting in 7.5, Genesys Info Mart no longer requires technical licenses.)	gim_etl_voice	Voice media technical license	One license per application instance
	gim_etl_redundancy	Redundancy technical license	One license per application instance of Genesys Info Mart High Availability
	gim_etl_ha_option	High Availability technical license	One license per application instance of Genesys Info Mart High Availability
Genesys Integration Server (GIS)	GIS	The number of running instances of GIS	One license per Server instance
	ISDK_FACTORY	GIS license required to support GIS Agent Interaction Interface	One license per GIS instance
	ISDK_QUEUE	GIS license to enable usage of the Routing service.	One license per GIS instance
	GIS_STATSERVICE (Not applicable to GIS GSAP)	GIS licenses required to support client connections to GIS Statistics service	One license per concurrent client connection
	GIS_INTERACTIONSERVICE	GIS licenses required to support client connections to GIS Interaction service	One license per concurrent client connection
	GIS_CONFIGSERVICE (Not applicable to GIS GSAP)	GIS licenses required to support client connections to GIS Configuration service	One license per concurrent client connection
Genesys Interface Server (7.1 and earlier only)	GIS	The number of running instances of GIS.	One license per server instance
	ISDK_FACTORY	GIS license required to	One license per

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		support client connections to GIS Agent Interaction Interface	configuration environment
	ISDK_QUEUE	GIS license to enable usage of the Routing Service.	One license per configuration environment
	GIS_STATSERVICE	GIS licenses required to support client connections to GIS Statistics Interface	One license per concurrent client connection
	GIS_INTERACTIONSERVICE	GIS licenses required to support client connections to GIS Interaction Interface	One license per concurrent client connection
	GIS_CONFIGSERVICE	GIS licenses required to support client connections to GIS Configuration Interface	One license per concurrent client connection
Genesys Agent Scripting	ISDK_FACTORY	Genesys Agent Scripting license required by the Agent Interaction library component of Agent Scripting	One license per application instance
Gplus Adapter 7.x for PeopleSoft CRM	ISDK_FACTORY	PeopleSoft CRM Gplus Adapter license required by the Agent Interaction library component of the Gplus Adapter	One license per Adapter instance
Interaction Server	ics_multi_media_agent_seat	Interaction Server seat	License per seat
	ics_email_webform_channel	Genesys E-mail seat	License per seat
	ics_custom_media_channel	Open Media Interactions	License per seat
	ics_live_web_channel	Genesys Web Media seat	License per seat
	iwd_jms_cp	iWD JMS Capture Point	One license per configuration environment
IVR Server	tserver_ivr_max_ports_in_front [one word]	IVR-In-Front licenses for IVR Server to support basic contact center operations and register DNs associated with an IVR Server operating in IVR-In-Front mode	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>IVR Interface Option IVR Server System Administrator's Guide</i> .
	tserver_ivr_max_ports_behind [one word]	IVR-Behind-Switch licenses for IVR Server to support basic contact center operations and	

Genesys Application Name	FEATURE Name	Description	Comments
		register DNSs associated with an IVR Server operating in IVR-Behind-Switch mode	
	tserver_nts	IVR Network T-Server deployment license for IVR Server operating in IVR Network T-Server mode	One license for all IVR Servers
	tserver_nts_call_treatments	IVR Network T-Server Routing license for IVR Server operating in IVR Network T-Server mode, for GenSpec XML call parking and treatments	One license for each concurrent call that is receiving call treatments
	tserver_iscc	IVR Server licenses to support Inter Server Call Control (ISCC, or multi-site routing) transactions	One license per T-Server primary/backup pair
Load Distribution Server	lds	LDS licenses	One license per configuration environment
.NET Server (7.1 version of GIS GSAP)  (No specific license is needed for the .NET Toolkit as it is a client of .NET Server/GIS Services.)	ISDK_FACTORY	Genesys .NET Server licenses to support client connections to the .NET Server Agent Interaction interface.	One license per configuration environment
	ISDK_QUEUE	Genesys .NET Server license to enable usage of Routing Service.	One license per configuration environment
	DOT_NET_SERVER	The number of running instances of Genesys .NET Server	One license per server instance
	GIS_INTERACTIONSERVICE	Genesys .NET Server licenses required to support client connections to the .NET Server Interaction interface	One license per concurrent client connection
Network T-Server	tserver_sdn	Network T-Server licenses to support basic contact center operations and register seat-related DNSs	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
	tserver_tdn	Network T-Server licenses to support basic contact center operations and register technical DNSs	Note: Starting with release 7.2, T-Server no longer requires technical DN licenses in order to operate.

Genesys Application Name	FEATURE Name	Description	Comments
	tserver_iscc	Network T-Server licenses to support Inter Server Call Control (ISCC, or multi-site routing) transactions	One license per T-Server primary/backup pair
	tserver_nts	Network T-Server for GenSpec deployment license	One license for all Network T-Servers for GenSpec
	tserver_nts_calltreatments	Network T-Server for GenSpec license for call parking and treatments	One license per port
Outbound Contact Server	occ_preview	Outbound Contact Server license to run campaigns in Preview dialing mode	One license per Outbound seat
	occ_full	Outbound Contact Server license to run campaigns in any of the following dialing modes: Preview, Predictive, and Progressive	One license per Outbound seat
Solution Control Server	MLSNMP	Solution Control Server license to provide built-in support for Simple Network Management Protocol (SNMP) integration	One license per configuration environment
	MLDistributed	Solution Control Server license to provide support for a distributed management environment	One license per configuration environment
	ha_redundancy	Solution Control Server license to provide a switchover between a primary and a backup server in any redundant pair	One license per configuration environment
T-Server	tserver_sdn	T-Server licenses to support basic contact center operations and register seat-related DNS	Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
	tserver_tdn	T-Server licenses to support basic contact center operations and register technical DNS	Note: Starting with release 7.2, T-Server no longer requires technical DN licenses in order to operate.
	tserver_iscc	T-Server licenses to support Inter Server Call	One license per T-Server primary/backup pair

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		Control (ISCC or multi-site routing) transactions.	
	cti_ha_option	T-Server licenses to support hot standby redundancy type	One license per redundant pair
T-Server for CSTA Connector	tserver_cc_sdn	T-Server for CSTA Connector seat licenses to support basic contact center operations and register seat-related DNS	One license per seat per T-Server for CSTA Connector primary/backup pair. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your <i>T-Server Deployment Guide</i> .
	tserver_iscc	T-Server for CSTA Connector licenses to support Inter Server Call Control (ISCC, or multisite routing) transactions	One license per T-Server primary/backup pair.
	cti_ha_option	T-Server for CSTA Connector licenses to support hot standby redundancy type	One license per redundant pair.
Unified Communication (UC) Connector	ucc_seats	This license enables the connection to the Genesys solution through UC Connector.	One license per user knowledge worker seat.
Universal Callback Server	vcb_full	License to process callback request in any of the supported modes (autodialing mode with optional CPD Server, preview dialing mode)	One license is held for 60 minutes upon receiving a callback request or a request for license lock.
	vcb_preview	License to process callback request in preview dialing mode only (use of automatic dialing modes is not allowed)	One license is held for 60 minutes upon receiving a callback request or a request for license lock.
Universal Routing Server	router_seats	Universal Routing Server licenses	<ul style="list-style-type: none"> <li>The value of router_seats corresponds to the maximum number of concurrently enabled places for routing of interactions.</li> </ul>

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			<ul style="list-style-type: none"> <li>This comprises agent places and also IVR ports in cases when they are represented as places for the purpose of routing.</li> <li>Each URS instance has the whole amount of router_seats licenses to its disposal.</li> </ul>
	router_ha_option	Universal Routing High Availability mode	<p>One license per configuration environmentHA for URS includes ability to:</p> <ul style="list-style-type: none"> <li>Run with Hot Standby redundancy type</li> <li>Set URS option pickup_calls to true</li> </ul> <p>Note: If there is no HA license for URS, Hot Standby is downgraded to Warm Standby and pickup_calls option to false.</p>
Voice Treatment Server	VTPort	Voice Treatment Server licenses	One license per Voice Treatment Port