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Genesys Licensing Guide

Genesys Product Mapping to Technical Licenses

12/20/2025

Genesys Product Mapping to Technical Licenses

The [Host ID Commands for Different Operating Systems](#) table lists the Genesys v8.0, 8.1, and 8.5 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.

Genesys v8.x/9.x Product Mapping to Technical Licenses

Product Name	Technical Licences	Technical Licenses Required/ Optional
3rd Party Chat	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
3rd Party E-mail	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
3rd Party Fax	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
3rd Party SMS	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
3rd Party Work Items	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Advanced Agent Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	GIS_STATSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
Advanced Integ. Connector - Seat	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	GIS_STATSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
Agent Connector	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
Call Progress Detection Ports	occ_port 8.0	Required
Call Qualification Parking	tserver_nts_calltreatments 8.0	Required
Content Analyzer	ics_nlp_content_analysis 8.0	Required
Conversation Manager	ContextServices 8.5	Required
Enterprise Integration Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	GIS_INTERACTIONSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
Express Call Progress Detection	occ_port 8.0	Required
Express CTI ScreenPop - MS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Express CTI ScreenPop - SS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Express eService - SS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ics_email_webform_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	VTPort 7.0	Required
Express eServices - MS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ics_email_webform_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	VTPort 7.0	Required
Express HA CTI ScreenPop	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	MLDistributed 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	router_ha_option 8.0	Required
Express IVR Interface (behind)	router_seats 8.0	Required
	tserver_ivr_max_ports_behind 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Express IVR Interface (in-front)	router_seats 8.0	Required
	tserver_iscc 8.0	Required
	tserver_ivr_max_ports_behind 8.0	Optional
	tserver_ivr_max_ports_in_front 8.0	Required
	tserver_sdn 8.0	Optional
	tserver_tdn 8.0	Required
Express Outbound Preview	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	occ_preview 8.0	Required
Express Outbound Voice	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	occ_full 8.0	Required
Express SIP Server	cti_ha_option 8.0	Required
	tserver_iscc 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
Express Voice - MS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_isc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	VTPort 7.0	Required
Express Voice - SS	desktop_agent 7.0	Required
	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	VTPort 7.0	Required
Express VTO	VTPort 7.0	Required
Genesys Chat	ics_live_web_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Genesys CIM Platform - MS	DESKTOP_SUPERVISOR 7.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_isc 8.0	Required
	tserver_sdn 8.0	Optional
	tserver_tdn 8.0	Required
Genesys CIM Platform - SS	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 8.0	Required
	router_seats 8.0	Required
	tserver_sdn 8.0	Optional
Genesys E-mail	ics_email_webform_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Genesys Framework Standalone - MS	tserver_isc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Genesys Framework Standalone - SS	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Genesys Inbound Voice	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Genesys Network Voice	tserver_nts 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Genesys Outbound Preview	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	occ_preview 8.0	Required
Genesys Outbound Voice	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	occ_full 8.0	Required
Genesys SBR Platform	DESKTOP_SUPERVISOR 7.0	Required
	ISDK_FACTORY 7.0	Required
	router_seats 8.0	Required
Genesys Simulator Toolkit	tserver_sdn 8.0	Required
	tserver_tdn 7.0	Required
Genesys SIP and Microsoft Lync Integration	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	ucc_seats 8.0	Required
Genesys SIP Communication	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	tserver_tdn 8.0	Required
Genesys SIP Communication HPP	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	MLDistributed 8.0	Required
Genesys SIP HA	cti_ha_option 8.0	Required
Genesys SIP Integration	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
	ucc_seats 8.0	Required
Genesys SIP Interaction	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Genesys SIP Network Services	cti_ha_option 8.0	Required
	tserver_iscc 8.0	Required
Genesys Smart Link	router_seats 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	ucc_seats 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
Genesys Smart Link - HA	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	lds 8.0	Required
	MLDistributed 8.0	Required
	router_ha_option 8.0	Required
Genesys SMS	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ics_sms_channel 8.0	Required
Genesys Social Engagement - App.	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ics_nlp_content_analysis 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	router_seats 8.0	Required
Genesys Social Engagement - Seat	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ics_nlp_content_analysis 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	router_seats 8.0	Required
Genesys Social Engagement - User	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ics_nlp_content_analysis 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	router_seats 8.0	Required
Genesys Voice Platform	cti_ha_option 8.0	Required
	tserver_iscc 8.0	Required
	tserver_ivr_max_ports_behind 8.0	Required
	tserver_ivr_max_ports_in_front 8.0	Optional
	tserver_sdn 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	tserver_tdn 8.0	Required
Genesys Web Callback	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
Genesys Web Media	ics_live_web_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Gplus Adapter for Microsoft CRM	ISDK_FACTORY 8.0	Required
Gplus Adapter for Web Services	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
Gplus SAP E-mail Option	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
Gplus Siebel E-mail Option	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Gplus Siebel Work Items Option	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
HA - CIM Platform	CLDistributed 8.0	Required
	ha_redundancy 8.0	Required
	lds 8.0	Required
	MLDistributed 8.0	Required
	router_ha_option 8.0	Required
HA - Framework	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	MLDistributed 8.0	Required
HA - Genesys Voice Platform	cti_ha_option 8.0	Required
	tserver_iscc 8.0	Required
	tserver_ivr_max_ports_behind 8.0	Required
	tserver_ivr_max_ports_in_front 8.0	Optional
	tserver_sdn 8.0	Required
HA - IVR Connector	iserver_ha_option 8.0	Required
HA - SBR Platform	CLDistributed 8.0	Required
	ha_redundancy 8.0	Required
	lds 8.0	Required
	MLDistributed 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	router_ha_option 8.0	Required
HA - SIP Qualification and Parking	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	lds 8.0	Required
	MLDistributed 8.0	Required
	router_ha_option 8.0	Required
HA - UC Connect	CLDistributed 8.0	Required
	cti_ha_option 8.0	Required
	ha_redundancy 8.0	Required
	lds 8.0	Required
	MLDistributed 8.0	Required
	router_ha_option 8.0	Required
HA - Voice	cti_ha_option 8.0	Required
Inbound Voice for Cisco UCM	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Inbound Voice w Broadsoft Bw	csta_connector_bw_sdn 8.0	Required
	tserver_cc_sdn 8.0	Required
	tserver_iscc 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
intelligent Workload Distribution	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	iwd_jms_cp 8.0	Required
intelligent Workload Distribution and JMS Adapter	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	iwd_jms_cp 8.0	Required
IVR Connector (behind)	tserver_ivr_max_ports_behind 8.0	Required
	tserver_sdn 8.0	Optional
IVR Connector (universal)	tserver_iscc 8.0	Required
	tserver_ivr_max_ports_behind 8.0	Optional
	tserver_ivr_max_ports_in_front 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
iWD - Back Office	DESKTOP_SUPERVISOR 8.0	Required
	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	iwd_jms_cp 8.0	Required
	router_seats 8.0	Required
iWD - Back Office and JMS Adapter	GIS 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	iwd_jms_cp 8.0	Required
	router_seats 8.0	Required
iWD Capture Adapter - JMS	iwd_jms_cp 8.0	Required
Outbound Voice w/ Genesys CPD/ASM	ics_custom_media_channel 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ics_multi_media_agent_seat 8.0	Required
	occ_full 8.0	Required
Proactive Contact - E-mail/SMS	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
	occ_full 8.0	Required
Proactive Contact - Voice	occ_full 8.0	Required
Proactive Contact-Voice w/Gen.CPD	occ_full 8.0	Required
Recording Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	GIS_STATSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
Router Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	GIS_STATSERVICE 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required
SIP Qualification and Parking	router_seats 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
SIP Server	cti_ha_option 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required
	tserver_tdn 8.0	Required
SNMP	MLSNMP 8.0	Required
Social Engagement Base - App	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Social Engagement Base - Seat	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
Social Engagement Base - User	ics_custom_media_channel 8.0	Required
	ics_multi_media_agent_seat 8.0	Required
UC Connect	router_seats 8.0	Required
	tserver_iscc 8.0	Required
	tserver_sdn 8.0	Required

Product Name	Technical Licences	Technical Licenses Required/ Optional
	ucc_seats 8.0	Required
v8.0- Framework Upgrade - SS to MS	tserver_isc 8.0	Required
Wallboard Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_STATSERVICE 8.0	Required
Workforce Management Connector	GIS 8.0	Required
	GIS_CONFIGSERVICE 8.0	Required
	GIS_INTERACTIONSERVICE 8.0	Required
	GIS_STATSERVICE 8.0	Required
	ISDK_FACTORY 8.0	Required
	ISDK_QUEUE 8.0	Required