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Genesys Interoperability Guide

7.x-9.x Product Availability

7.x-9.x Product Availability

This section shows the availability of Genesys products in release versions 7.x – 9.x.

Symbol/Term	Definition
+	Product is available in the given version.
-	Product is not available in the given version. Contact your Genesys representative for more information.
EOS	Product and/or version reached End of Support (EOS) and is no longer supported by Genesys. Contact your Genesys representative for more information.

Genesys 7.x - 9.x Product Availability in Release Versions

Release Versions	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	9.0	Conditions/ Limitations
Desktops and Gplus Adapters										
Genesys Agent Scripting	EOS	EOS	+	-	-	-	+	-	-	
Genesys Desktop	EOS	EOS	EOS	EOS	+	-	-	-	-	
Genesys Softphone	-	-	-	-	-	-	-	+	+	
Gplus Adapter for Microsoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
Gplus Adapter for Microsoft Dynamics CRM	-	-	-	-	+	+	-	-	-	
Gplus Adapter for PeopleSoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
Gplus Adapter for	-	-	-	+	-	-	-	-	-	

SAP Analytics										
<i>Gplus</i> Adapter for SAP Data Access Component	-	+	-	-	-	-	-	-	-	
<i>Gplus</i> Adapter for SAP ERP	EOS	+	-	+	-	-	-	-	-	
<i>Gplus</i> Adapter for SAP ICI Multi-Channel	-	+	-	+	-	+	-	-	-	
<i>Gplus</i> Adapter for Siebel CRM	+	+	+	+	-	+	-	-	-	Formerly called <i>Gplus</i> Adapter for Siebel 7.
<i>Gplus</i> Campaign Synchronization Adapter for SAP	-	-	-	+	-	-	-	-	-	
Interaction Workspace	-	-	-	-	-	+	+	-	-	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Workspace Desktop - Edition	-	-	-	-	-	-	-	+	-	Interaction Workspace was renamed Workspace Desktop Edition starting with

										release 8.5.	
Framework											
Genesys Administrator	-	-	-	-	+	+	-	-			
Genesys Administrator Extension	-	-	-	-	-	+	+	+			
License Reporting Manager	-	-	-	-	+	+	+	-		LRM 8.5 should no longer be used with Configuration Server 8.5.101.00 or higher. See the Technical Advisory (login required).	
Load Distribution Server	EOS	EOS	+	-	-	-	+	-	-		
Management Framework	EOS	EOS	EOS	EOS	+	+	+	+	-		
Multimedia Connector for Skype for Business	-	-	-	-	-	-	-	+	-		
Network T-Servers	EOS	EOS	EOS	EOS	+	+	+	-	-		
SIP Proxy	-	-	-	-	-	-	+	-	-		
SIP Server	EOS	EOS	EOS	EOS	+	+	+	-	-		
T-Servers	EOS	EOS	EOS	+	+	+	+	-	-	Only T-Server 7.5 for EADS Telecom M6500	

										Succession and HA Proxy 7.5 for Nortel Communication Server 2000/2100 are still supported. All other 7.5 and earlier T-Servers reached End of Support.	
Multi-Channel											
eService	EOS	EOS	EOS	EOS	+	+	+	+	-	Formerly called Multimedia or Multi-Channel Routing [MCR].	
Genesys Co-browse	-	-	-	-	-	-	+	+	+		
Genesys Video Gateway	-	-	-	-	-	-	-	-	+	Genesys Video Gateway does not depend on Configuration Layer.	
Genesys Web Engagement	-	-	-	-	-	-	+	-	-		
intelligent Workload Distribution (iWD)	-	-	-	-	+	+	+	+	+		
LivePerson Adapter	-	-	-	-	-	+	-	-	-		

WebRTC	-	-	-	-	-	-	-	+	-		
Outbound Contact											
Outbound Contact	EOS	EOS	EOS	EOS	+	+	+	-	-		
Reporting											
Advisors Cisco Adapter	-	-	-	-	-	+	+	+	-		<ul style="list-style-type: none"> This last supported version of this adapter is 8.5.100.09. Advisors Cisco Adapter Version 3.3 is also available.
Advisors Genesys - Adapter		-	-	-	-	+	+	+	+		<ul style="list-style-type: none"> Advisors Genesys Adapter Version 3.3 is also available. Advisors 8.0+ requires the MCR extension package.
Agent Advisor	-	-	-	-	-	+	+	+	-		<ul style="list-style-type: none"> This last supported version of this adapter is 8.5.102.01. Agent

										Advisor Version 3.3 is also available.	
Billing Data Server (BDS)	-	-	-	-	-	-	-	-	+		
Call Concentrator	-EOS	-	-	-	-	-	-	-	-		
CCPulse	+EOS	EOS	EOS	+	-	+	-	-	-		
Contact Center Advisor/ - Workforce Advisor		-	-	-	-	+	+	+	+	<ul style="list-style-type: none"> • Contact Center Advisor/ Workforce Advisor Version 3.3 is also available. • Workforce Advisor also supports Aspect eWFM v6 or higher and IEX TotalView (SmartSync v1.7 or higher required). • Advisors 8.1.2 and 8.1.3 is compatible with Genesys WFM 7.6. 	

										<ul style="list-style-type: none">• Advisors 8.1.4 is compatible with Genesys WFM 7.6 or 8.1.1.• Advisors 8.1.5 and higher are compatible with Genesys WFM 8.1.2.• Advisors 8.5.0 is compatible with Genesys WFM 7.6 and 8.x.• Advisors 8.5.101.15 and earlier are compatible with Genesys WFM 7.6 and 8.x.• Advisors 8.5.101.16 and later are compatible with Genesys WFM 8.x (See
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										Release Notes, available on Pulse Advisors for support limitations for 8.x features.)	
Contact Center Advisor - Mobile Edition	-	-	-	-	-	+	+	+	-	Version 8.1.1 is also available.	
Contact Center Analyzer (CCA)	EOS	EOS	EOS	-	+	+	+	-	-		
Frontline Advisor	-	-	-	-	-	+	+	+	+	Frontline Advisor Version 3.3 is also available.	
Genesys Info Mart (GIM)	EOS	-	EOS	EOS	+	+	+	+	-		
Genesys Interactive Insights (GI2)	-	-	-	-	+	+	+	-	-		
Genesys Interactive Insights - for iWD	-	-	-	-	-	+	-	-	-		
Genesys Pulse	-	-	-	-	-	-	+	+	+		
Interaction Concentrator (ICON)	-	-	EOS	EOS	+	+	+	-	-		
Real-Time Metrics Engine (RTME)	EOS	EOS	EOS	EOS	+	+	+	+	-		

Reporting Templates	EOS	EOS	+	-	+	+	-	-	-	7.6.x CC Analyzer templates are located on the 8.0.x Reporting Templates CD.	
Routing											
Composer		-	-	-	-	+	+	-	-		
Orchestration Server (ORS)	-	-	-	-	-	+	+	-	-		
Universal Routing Server (URS)	EOS	EOS	EOS	EOS	+	+	+	-	-		
Voice Callback (VCB)	EOS	+	-	-	-	-	-	-	-		
SDKs											
Genesys Interface Server	EOS	EOS	-	-	-	-	-	-	-	As a product, GIS merged into Interaction SDK starting with Release 7.2.	
Interaction SDK	EOS	EOS	EOS	EOS	+	-	-	-	-	Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.	

IVR SDK	EOS	EOS	EOS	+	-	+	+	+	-		
Platform SDK	-	-	EOS	EOS	+	+	+	+	-		
T- Library SDK (T- Library, JAVA Interface, ActiveX)	EOS	EOS	EOS	-	-	-	-	-	-		
SIP Endpoint- SDK		-	-	-	-	+	+	+	+		
Voice Self Service											
Genesys Studio	EOS	-	EOS	EOS	+	-	-	-	-		
Genesys Voice Platform (GVP)	EOS	-	EOS	EOS	+	+	+	+	+		
Interactive Voice Response (IVR) Interface Option	EOS	EOS	EOS	+	-	+	+	+	-		
Voice Treatment Option (VTO)	+	-	-	-	-	-	-	-	-	Genesys announced End of Life (EOL) in August 2013. VTO reached End of Support (EOS) on August 28, 2015.	
Workforce Management											
Genesys Interaction Recording		-	-	-	-	-	-	+	-		
Genesys Quality Management	-	-	-	-	-	+	+	-	-		

7.x-9.x Product Availability

Workforce Management	EOS	EOS	EOS	EOS	+	+	+	+	-		
Other Products											
Expert Contact	EOS	-	EOS	-	+	-	-	-	-		
Genesys Enterprise Telephony Software (GETS)		+	+	+	+	-	-	-	-	Genesys announced End of Life (EOL) in October 2012. GETS reached End of Support (EOS) on April 30, 2015.	
Genesys Knowledge Center		-	-	-	-	-	-	+	-		
Genesys Rules System	-	-	-	-	-	-	+	+	-		
Genesys Social Engagement	-	-	-	-	-	-	-	+	-		
Genesys Speech and Text Analytics	-	-	-	-	-	+	+	+	-		
Genesys Mobile Services	-	-	-	-	-	-	+	+	-		
IP Media eXchange	EOS	-	-	-	-	-	-	-	-		
SIP Feature Server/ SIP Voicemail Server	-	-	-	-	-	-	+	-	-	In release 8.1.2, SIP Voicemail Server was renamed SIP Feature	

										Server.
Unified Communications (UC) Connector	-	-	-	-	-	+	-	-	-	
Web Services and Applications	-	-	-	-	-	-	-	+	-	Web Services and Applications is a set of Web Services (REST APIs that you can use to create custom applications) and user interfaces that provide a web-based client interface to access Genesys services. The following UIs are currently offered: Workspace Web Edition (HTML 5 thin-client application) and Gplus Adapter for Salesforce (enables Salesforce

										users to handle contact center interactions within Salesforce).	
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