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Genesys Interoperability Guide

7.6 Interoperability with Configuration Layer Environment

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This page describes the interoperability for Genesys 7.6 products with Configuration Layer Environment.

Symbol/Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer..
n/a	Not applicable. The product does not depend on Configuration Layer.

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7.6 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Genesys Desktop	yes	yes	yes	yes	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
Gplus Adapter for Microsoft Dynamics CRM	yes	yes	yes	yes	
Framework					
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	yes	yes	yes	no	

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7.6 Products	Configuration Layer Environment				Conditions/ Limitations
Multimedia	yes	yes	yes	yes	<ul style="list-style-type: none"> Interaction Server 7.6 is not supported in a multi-language Configuration Layer. A multi-language Configuration Layer requires Interaction Server version 8.1.200.27 or higher. Formerly called Multi-Channel Routing [MCR].
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Contact Center Analyzer (CCA)	yes	yes	yes	yes	
Genesys Info Mart	yes	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Routing					
Universal Routing	yes	yes	yes	yes	
SDKs					
Interaction SDK	yes	yes	yes	yes*	Note: Interaction SDK values also apply to Genesys Integration Server,

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					<p>which was merged into Interaction SDK with release 7.2.</p> <p>Interaction SDK requires Configuration Layer Environment 7.0.1 or higher.</p> <p>For Configuration Layer Environment 8.0, support begins with Interaction SDK 7.6.2+.</p> <p>For Configuration Layer Environment 8.1, support begins with Interaction SDK 7.6.4+.</p> <p>(*) For Configuration Layer Environment 8.5, support is only for AIL 7.6.6+.</p>
Platform SDK	yes	yes	yes	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service					
Genesys Studio	n/a	n/a	n/a	n/a	
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.
Workforce Management					
Workforce Management	yes	yes	yes	yes	
Other Products					
Expert Contact	yes	yes	yes	yes	
Genesys Enterprise Telephony	yes	no	no	no	GETS reaches End of Support April 30, 2015.

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7.6 Products	Configuration Layer Environment				Conditions/ Limitations
Software (GETS)					Contact Customer Care about any interoperability questions before then.