Genesys Interoperability Guide

8.1 Interoperability with Configuration Layer Environment

5/7/2025

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This page describes the interoperability for Genesys 8.1 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.

8.1 Interoperability with Configuration Layer Environment

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Genesys Agent Scripting	yes	yes	yes	yes	Works with Genesys Agent Desktop Versions 7.5 and 7.6.
Composer	yes	yes	yes	yes	For further information, including usage of Composer in conjunction with URS and GVP, see the Composer production documentation.
Interaction Workspace	no	yes	yes	yes	• Interactive Workspace 8.1.x does not support the multi-language feature of

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					Configuration Server 8.5. • Configuration Server 8.0.2+ is required to support Role Based Access Control.
Framework					
Genesys Administrator	no	yes	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator, version 8.0 of Framework Management Layer is required (in addition to Configuration Layer 8.0). For availability of product-specific monitoring features inside Genesys Administrator, and versions supported, please see the relevant product documentation. • For RBAC functionality of Genesys

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					Administrator and for Hierarchical multi-tenancy, Configuration Layer 8.0.2 is required.
Genesys Administrator Extension	no	no	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1+ of Framework Management Layer is required (in addition to Configuration Layer 8.1+). For availability of product-specific monitoring features inside Genesys Administrator Extension, and versions supported, please see the relevant product documentation. • For RBAC functionality of Genesys Administrator Extension

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					and for Hierarchical multi-tenancy, Configuration Layer 8.1+ is required.
License Reporting Manager	no	yes	yes	no	
Network T-Servers	yes	yes	yes	yes	
SIP Proxy	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery deployment requires MFW 8.0.2+.
SIP Server	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery deployment requires MFW 8.0.2+.
T-Servers	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	no	no	yes	yes	In order to use the iWD Stat Server Java Extension (included with iWD 8.x) to support current-day reporting through Stat Server clients such as CCPulse+, Stat Server 8.0+ is

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					required.
eServices/ Multimedia	yes	yes	yes	yes	Formerly called Multi-Channel Routing [MCR]. See Genesys Migration Guide for more details on eServices interoperability.
Genesys Web Engagement	no	no	yes	yes	Full interoperability details for all dependent products are included with the deployment guide.
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Advisors Cisco Adapter	no	yes	yes	no	
Advisors Genesys Adapter	no	yes	yes	no	• Advisors 8.1.2, 8.1.3, and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Agent Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with

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					Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
CCPulse+	no	yes	yes	yes	
Contact Center Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Contact Center Advisor - Mobile Edition	no	yes	yes	no	Version 8.1.1, 8.1.2 and 8.1.4 Mobile Edition are available.
Contact Center Analyzer (CCA)	yes	yes	yes	yes	
Frontline Advisor	no	yes	yes	no	• Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					with Configuration Server 8.1.2.
Genesys Info Mart (GIM)	yes	yes	yes	yes	At a minimum, Genesys Info Mart release 8.1 requires Interaction Concentrator 8.1.000.24. To enable all of the functionality provided in this release of Genesys Info Mart, Genesys recommends that you use Interaction Concentrator release 8.1.400.08 or higher.
Genesys Interactive Insights (GI2)	n/a	n/a	n/a	n/a	
Genesys Interactive Insights for iWD	n/a	n/a	n/a	n/a	
Genesys Pulse	no	no	yes	yes	Genesys Pulse requires Genesys Administrator Extension, which requires Management Framework version 8.1.1 or higher.
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	

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Workforce Advisor	no	yes	yes	no	• Advisors 8.1.2 and 8.1.3 is compatible with Configuration Server 8.0.3xx. • Advisors 8.1.4 is compatible with Configuration Server 8.0.3xx. • Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Routing					
Orchestration Server (ORS)	no	yes	yes	yes	Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection. See details in 'Interoperability for T-Servers' section.
Universal Routing (UR)	yes	yes	yes	yes	
SDKs					
IVR SDK	yes	yes	yes	yes	
Platform SDK	yes	yes	yes	yes	See Platform SDK Interoperability with Genesys Components

8.1 Products	Configuration Layer Environment				Conditions/ Limitations
					for more detailed information.
Voice Self Service					
Genesys Voice Platform (GVP)	no	yes	yes	yes	Requires Genesys Administrator 8 for both configuration and management functionalities.
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Workforce Management					
Genesys Quality Management	yes	yes	yes	yes	
Genesys Workforce Management	yes	yes	yes	yes	
Other Products					
Genesys Mobile Services	no	no	yes	no	
Genesys Rules System	yes	yes	yes	yes	
Genesys Speech and Text Analytics	no	no	no	no	
SIP Voicemail Server	yes	yes	yes	yes	Requires SIP Server 8.1.