GENESYS™

Genesys Interoperability Guide

8.5 Interoperability with Configuration Layer Environment

4/11/2025

8.5 Interoperability with Configuration Layer Environment

This page describes the interoperability for Genesys 8.5 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.

8.5 Interoperability with Configuration Layer Environment

8.5 Products	Configuration Layer Environment				Conditions/Limitations
	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters					
Genesys Softphone	n/a	n/a	n/a	n/a	Genesys Softphone 8.5 was the first release of this product.
Workspace Desktop Edition	no	yes	yes	yes	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Framework					
Genesys Administrator Extension	no	yes	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1

8.5 Products	Configuration Layer Environment					Conditions/ Limitations
						or later 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 and for Hierarchical multi-tenancy, Configuration Layer 8.1 or later is required. • GAX 8.5.260.xx and older GAX versions supports from Config Server 8.0.+ • GAX 8.5.290+ supports

8.5 Products	Configuration Layer Environment				Conditions/ Limitations
					from Config Server 8.1.100.11+
License Reporting Manager	no	no	no	yes	
Multimedia Connector for Skype for Business	no	yes	yes	yes	
Multi-Channel					
Genesys Co-browse	no	no	yes	yes	
intelligent Workload Distribution (iWD)	no	no	yes but not recommended	yes	The Management Framework 8.5 Configuration Layer Environment is strongly recommended
eServices/ Multimedia	yes	yes	yes	yes	
Web RTC	no	yes	yes	yes	
Reporting					
Advisors Cisco Adapter	no	yes	yes	yes	
Advisors Genesys Adapter	no	yes	yes	yes	
Agent Advisor	no	yes	yes	yes	
Contact Center Advisor/ Workforce Advisor	no	yes	yes	yes	
Contact Center Advisor - Mobile Edition	no	yes	yes	yes	
Frontline Advisor	no	yes	yes	yes	
Genesys Info Mart (GIM)	yes	yes	yes	yes	
Genesys Pulse	no	no	yes	yes	Genesys Pulse requires Genesys

8.5 Products	Configuration Layer Environment				Conditions/Limitations
					Administrator Extension, which requires Management Framework version 8.1.1 or higher.
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
SDKs					
IVR SDK	yes	yes	yes	yes	
Platform SDK	yes	yes	yes	yes	
Voice Self Service					
Genesys Voice Platform (GVP)	no	yes	yes	yes	
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Workforce Management					
Genesys Interaction Recording	no	no	yes	yes	Genesys Interaction Recording 8.5 was the first release of this product.
Genesys Workforce Management	yes	yes	yes	yes	
Other Products					
Genesys Mobile Services	no	no	yes	yes	
Genesys Rules System	yes	yes	yes	yes	
Genesys Social Engagement	no	no	yes	yes	
Genesys Speech and Text Analytics	no	no	yes	yes	
Web Services and Applications	no	no	yes	yes	In multi-tenant Configuration Server deployments, Web Services and Applications

8.5 Products	Configuration Layer Environment				Conditions/ Limitations
					supports only one tenant that contains all configuration data.