Genesys Interoperability Guide

9.0 Interoperability with Configuration Layer Environment

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This page describes the interoperability for Genesys 9.0 products with Configuration Layer Environment.

Note: Genesys recently released a v9 suite that includes products with version 9.0.xxx.xx, 8.5.xxx.xx, and 8.1.xxx.xx. For this document, 9.0 refers to 7-digit versions (9.0.xxx.xx) not the suite.

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.

9.0 Interoperability with Configuration Layer Environment

9.0 Products	Configuration Layer Environment				Conditions/Limitations
	7.6	8.0	8.1	8.5	
Genesys Administrator Extension	no	no	yes	yes	• In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1 or later of Framework Management Layer is required (in addition to Configuration Layer 8.1). For availability of product-specific monitoring features

9.0 Products	Configuration Layer Environment				Conditions/ Limitations
					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 9.x+ supports Framework 8.1 from Config Server 8.1.100.11+
Multi-Channel					
Genesys Co-browse	no	no	yes	yes	
Reporting					
Advisors Genesys Adapter	no	yes	yes	yes	
Billing Data Server (BDS)	no	no	no	yes	
Contact Center Advisor/ Workforce Advisor	no	yes	yes	yes	
Frontline Advisor	no	yes	yes	yes	
Genesys Pulse	no	no	yes	yes	Genesys Pulse

9.0 Products	Configuration Layer Environment				Conditions/ Limitations
					requires Management Framework version 8.1.1 or higher.
Voice Self Service					
Genesys Voice Platform (GVP)	no	no	no	yes	