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Genesys Interoperability Guide

Genesys 7.6 Product Interoperability with T-Servers

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This page describes the interoperability of Genesys 7.6 products with various T-Servers.

| Symbol/Term | Definition |
|-------------|--|
| yes | The given version of the product is compatible with specified version of T-Servers. |
| no | The given version of the product is not compatible with specified version of T-Servers. |
| - | Placeholder; waiting further information. |
| n/a | Not applicable. |
| 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 7.6 Product Interoperability with T-Servers

| Genesys 7.6 Products | Versions of T-Server | | | Conditions/Limitations |
|--|----------------------|-----|-----|---|
| | 7.6 | 8.0 | 8.1 | |
| Desktops and Gplus Adapters | | | | |
| Genesys Desktop | yes | yes | yes | |
| Genesys Desktop .NET Toolkit | EOS | EOS | EOS | |
| Gplus Adapter for Microsoft Dynamics CRM | yes | yes | - | |
| Framework | | | | |
| Network T-Servers | yes | yes | yes | |
| SIP Server | yes | yes | yes | |
| T-Servers | yes | yes | yes | |
| Multi-Channel | | | | |
| intelligent Workload Distribution (iWD) | yes | n/a | n/a | 8.x releases do not depend on T-Server. |
| Outbound Contact | | | | |
| Outbound Contact | yes | yes | yes | |

| Genesys 7.6 Products | Versions of T-Server | | | |
|--|----------------------|-----|-----|--|
| Reporting | | | | |
| Genesys Info Mart (GIM) | yes | yes | yes | |
| Interaction Concentrator (ICON) | yes | yes | yes | |
| Real-Time Metrics Engine (RTME) | yes | yes | yes | |
| Routing | | | | |
| Universal Routing | yes | yes | yes | |
| SDKs | | | | |
| Interaction SDK | yes | yes | yes | <p>For T-Servers 8.0, support begins with Interaction SDK 7.6.2+.</p> <p>For T-Servers 8.1, support begins with Interaction SDK 7.6.4+.</p> <p>Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.</p> |
| Platform SDK | yes | yes | yes | |
| Other Products | | | | |
| Genesys Enterprise Telephony Software (GETS) | yes | yes | yes | <p>Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015.</p> |
| Expert Contact | yes | yes | - | |