Genesys Interoperability Guide

Genesys 8.0 Product Interoperability with T-Servers

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Genesys 8.0 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 8.0 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.

Genesys 8.0 Product Interoperability with T-Servers

Genesys 8.0 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Interaction Workspace	yes	yes	yes	
G*plus* Adapter for Microsoft Dynamics CRM	yes	yes	yes	
G*plus* Adapter for Siebel CRM	yes	yes	-	
G*plus* Adapter for SAP ICI Multi-Channel	yes	yes	yes	
Framework				
Network T-Servers	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Outbound Contact				
Outbound Contact	yes	yes	yes	
Reporting				
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	

Genesys 8.0 Products	Versions of T-Server			
Routing				
Orchestration Server (ORS)	no	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.
Universal Routing (UR)	yes	yes	yes	
SDKs				
IVR SDK	yes	yes	-	
Platform SDK	yes	yes	yes	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	
Other Products				
Unified Communications (UC) Connector	yes	yes	-	For UC Connector, Emulated Agents are required for versions of T-Server 7.6, and 8.0. For T-Servers 7.6: Cisco CM/UCM T-Server only.