GENESYS™

Genesys Interoperability Guide

Genesys 8.5 Product Interoperability with T-Servers

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Genesys 8.5 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 8.5 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 8.5 Product Interoperability with T-Servers

Note: This table will be updated further as more 8.5 products become available.

Genesys 8.5 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Workspace Desktop Edition	yes	yes	yes	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Reporting				
Advisors Genesys Adapter	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.
Agent Advisor	yes	yes	yes	Agent Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor	yes	yes	yes	Contact Center Advisor 8.1+

Genesys 8.5 Products	Versions of T-Server			
				requires T-Server 7.6.008.01 or later.
Contact Center Advisor-Mobile Edition	yes	yes	yes	Contact Center Advisor-Mobile Edition 8.1+ requires T-Server 7.6.008.01 or later.
Frontline Advisor	yes	yes	yes	Frontline Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Genesys Info Mart (GIM)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Workforce Advisor	yes	yes	yes	Workforce Advisor 8.1+ requires T-Server 7.6.008.01 or later.
SDKs				
Platform SDK	yes	yes	yes	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	
Other Products				
Web Services and Applications	no	no	yes	