Genesys Interoperability Guide

Interoperability for Workspace Desktop Edition Plugins

12/14/2025

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This page provides interoperability/compatability information for Interaction Workspace/Workspace Desktop Edition and Plug-ins.

	Workspace 8.1	Workspace 8.5	Conditions/ Limitations
Genesys Co-browse Plug-in for Interaction Workspace/Workspace Desktop Edition	Supported	Supported	
Genesys Knowledge Center Plugin for Workspace Desktop Edition	Not Supported	Supported	The first supported release of this plugin is 8.5.100.11.
Genesys Web Engagement Plug-in for Interaction Workspace; Genesys Proactive Engagement Plug-in for Workspace Desktop Edition	Supported	Supported	
Interaction Workspace Plug-in for Genesys Agent Scripting	Supported	Supported	
Interaction Workspace Plug-in for Facebook	Supported	Not Supported	
Interaction Workspace Plug-in for Lync	Supported	Supported	Only for SIP Server-based Lync integration
Interaction Workspace Plug-in for RSS	Supported	Not Supported	
Interaction Workspace Plug-in for Twitter	Supported	Not Supported	
Social Media Plug-in for Workspace Desktop Edition	Not Supported	Supported	
Workspace Plugin for Skype for Business	Not Supported	Supported	For native integrations with Lync and Skype for Business