



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Interoperability Guide

Interoperability for Workspace SIP Endpoint / Genesys Softphone

12/14/2025

Interoperability for Workspace SIP Endpoint / Genesys Softphone

This page provide interoperability/compatability information for Interaction Workspace/Workspace Desktop Edition and Workspace SIP Endpoint and Genesys Softphone.

	Workspace 8.1	Workspace 8.5	Conditions/ Limitations
Genesys Softphone 9.0	Not Supported	Supported	<ul style="list-style-type: none">• VDI (Virtual Desktop Infrastructure) along with VMWARE and Citrix are not supported.• No video support.• No centralized ClickOnce deployment.
Interaction Workspace SIP Endpoint 8.0	Supported	Supported	You cannot build a ClickOnce package bundling Interaction Workspace SIP Endpoint 8.0 and Workspace 8.5.
Workspace SIP Endpoint 8.5	Supported	Supported	You cannot build a ClickOnce package bundling Workspace SIP Endpoint 8.5 and Workspace 8.1.