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Supported Operating Environment

Genesys Predictive Routing

Genesys Predictive Routing

General Information - Genesys Predictive Routing

Interoperability requirements for other Genesys components are available [here](#).

Important

Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see [Discontinued Support](#).

Supported Operating Systems

Data Loader Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.0	Discontinued as of January 15, 2025 CentOS 7 (64 bit)
Linux	Red Hat Enterprise Linux 7	9.0.0	RHEL 7 (64 bit)

Supported Browsers

Component	Browser	Release	Conditions/Limitations
Predictive Routing Core Services	Google Chrome	9.0+	Latest version and the most recent previous version
Predictive Routing Core Services	Microsoft Edge	9.0+	
Predictive Routing Core	Microsoft IE	9.0+	Internet Explorer is no

Component	Browser	Release	Conditions/ Limitations
Services			longer supported.

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

Tip

See the global page that lists all **Virtualization**-related information.

IPV6 Support for Common Interfaces

No IPV6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Data Loader - Prerequisites

Data Loader - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Other Prerequisites			
Docker	Yes	No	Release: 9.0+ docker-ce version 18.09.2 or higher; OR docker-ee 18.09.2 or higher