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Genesys Interoperability Guide

7.x-9.x Product Availability

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This section shows the availability of Genesys products in release versions 7.x - 9.x.

Symbol/Term	Definition
+	Product is available in the given version.
-	Product is not available in the given version. Contact your Genesys representative for more information.
EOS	Product and/or version reached End of Support (EOS) and is no longer supported by Genesys. Contact your Genesys representative for more information.

Genesys 7.x - 9.x Product Availability in Release Versions

Release Versions	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	9.0	Conditions/Limitations
Desktops and Gplus Adapters										
Genesys Agent Scripting	EOS	EOS	+	-	-	-	+	-	-	
Genesys Desktop	EOS	EOS	EOS	EOS	+	-	-	-	-	
Genesys Softphone		-	-	-	-	-	-	+	+	
Gplus Adapter for Microsoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
Gplus Adapter for Microsoft Dynamics CRM		-	-	-	+	+	-	-	-	
Gplus Adapter for PeopleSoft CRM	EOS	EOS	EOS	-	-	-	-	-	-	
Gplus Adapter for	-	-	-	+	-	-	-	-	-	

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SAP Analytics										
<i>Gplus</i> Adapter for SAP Data Access Component	-	+	-	-	-	-	-	-	-	
<i>Gplus</i> Adapter for SAP ERP	EOS	+	-	+	-	-	-	-	-	
<i>Gplus</i> Adapter for SAP ICI Multi-Channel	-	+	-	+	-	+	-	-	-	
<i>Gplus</i> Adapter for Siebel CRM	+	+	+	+	-	+	-	-	-	Formerly called <i>Gplus</i> Adapter for Siebel 7.
<i>Gplus</i> Campaign Synchronization Adapter for SAP	-	-	-	+	-	-	-	-	-	
Interaction Workspace	-	-	-	-	-	+	+	-	-	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Workspace Desktop - Edition	-	-	-	-	-	-	-	+	-	Interaction Workspace was renamed Workspace Desktop Edition starting with

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											release 8.5.
Framework											
Genesys Administrator	-	-	-	-	-	+	+	-	-		
Genesys Administrator Extension	-	-	-	-	-	-	+	+	+		
License Reporting Manager	-	-	-	-	-	+	+	+	-	LRM 8.5 should no longer be used with Configuration Server 8.5.101.00 or higher. See the Technical Advisory (login required).	
Load Distribution Server	EOS	EOS	+	-	-	-	+	-	-		
Management Framework	EOS	EOS	EOS	EOS	+	+	+	+	-		
Multimedia Connector for Skype for Business	-	-	-	-	-	-	-	+	-		
Network T-Servers	EOS	EOS	EOS	EOS	+	+	+	-	-		
SIP Proxy	-	-	-	-	-	-	+	-	-		
SIP Server	EOS	EOS	EOS	EOS	+	+	+	-	-		
T-Servers	EOS	EOS	EOS	+	+	+	+	-	-	Only T-Server 7.5 for EADS Telecom M6500	

										Succession and HA Proxy 7.5 for Nortel Communication Server 2000/2100 are still supported. All other 7.5 and earlier T-Servers reached End of Support.
Multi-Channel										
eService	EOS	EOS	EOS	EOS	+	+	+	+	-	Formerly called Multimedia or Multi-Channel Routing [MCR].
Genesys Co-browse	-	-	-	-	-	-	+	+	+	
Genesys Video Gateway	-	-	-	-	-	-	-	-	+	Genesys Video Gateway does not depend on Configuration Layer.
Genesys Web Engagement	-	-	-	-	-	-	+	-	-	
intelligent Workload Distribution (iWD)	-	-	-	-	+	+	+	+	+	
LivePerson Adapter	-	-	-	-	-	+	-	-	-	

WebRTC	-	-	-	-	-	-	-	+	-	
Outbound Contact										
Outbound Contact	EOS	EOS	EOS	EOS	+	+	+	-	-	
Reporting										
Advisors Cisco Adapter	-	-	-	-	-	+	+	+	-	<ul style="list-style-type: none"> This last supported version of this adapter is 8.5.100.09. Advisors Cisco Adapter Version 3.3 is also available.
Advisors Genesys Adapter	-	-	-	-	-	+	+	+	+	<ul style="list-style-type: none"> Advisors Genesys Adapter Version 3.3 is also available. Advisors 8.0+ requires the MCR extension package.
Agent Advisor	-	-	-	-	-	+	+	+	-	<ul style="list-style-type: none"> This last supported version of this adapter is 8.5.102.01. Agent

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											Advisor Version 3.3 is also available.
Billing Data Server (BDS)	-	-	-	-	-	-	-	-	-	+	
Call Concentrator	EOS	-	-	-	-	-	-	-	-	-	
CCPulse	EOS	EOS	EOS	+	-	+	-	-	-	-	
Contact Center Advisor/ - Workforce Advisor		-	-	-	-	+	+	+	+		<ul style="list-style-type: none"> • Contact Center Advisor/ Workforce Advisor Version 3.3 is also available. • Workforce Advisor also supports Aspect eWFM v6 or higher and IEX TotalView (SmartSync v1.7 or higher required). • Advisors 8.1.2 and 8.1.3 is compatible with Genesys WFM 7.6.

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										Release Notes, available on Pulse Advisors for support limitations for 8.x features.)
Contact Center Advisor - Mobile Edition	-	-	-	-	-	+	+	+	-	Version 8.1.1 is also available.
Contact Center Analyzer (CCA)	EOS	EOS	EOS	-	+	+	+	-	-	
Frontline Advisor	-	-	-	-	-	+	+	+	+	Frontline Advisor Version 3.3 is also available.
Genesys Info Mart (GIM)	EOS	-	EOS	EOS	+	+	+	+	-	
Genesys Interactive Insights (GI2)	-	-	-	-	+	+	+	-	-	
Genesys Interactive Insights for iWD	-	-	-	-	-	+	-	-	-	
Genesys Pulse	-	-	-	-	-	-	+	+	+	
Interaction Concentrator (ICON)	-	-	EOS	EOS	+	+	+	-	-	
Real-Time Metrics Engine (RTME)	EOS	EOS	EOS	EOS	+	+	+	+	-	

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Reporting Templates	EOS	EOS	+	-	+	+	-	-	-	7.6.x CC Analyzer templates are located on the 8.0.x Reporting Templates CD.
Routing										
Composer		-	-	-	-	+	+	-	-	
Orchestration Server (ORS)	-	-	-	-	-	+	+	-	-	
Universal Routing Server (URS)	EOS	EOS	EOS	EOS	+	+	+	-	-	
Voice Callback (VCB)	EOS	+	-	-	-	-	-	-	-	
SDKs										
Genesys Interface Server	EOS	EOS	-	-	-	-	-	-	-	As a product, GIS merged into Interaction SDK starting with Release 7.2.
Interaction SDK	EOS	EOS	EOS	EOS	+	-	-	-	-	Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.

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IVR SDK	EOS	EOS	EOS	+	-	+	+	+	-	
Platform SDK	-	-	EOS	EOS	+	+	+	+	-	
T- Library SDK (T- Library, JAVA Interface, ActiveX)	EOS	EOS	EOS	-	-	-	-	-	-	
SIP Endpoint- SDK	-	-	-	-	-	+	+	+	+	
Voice Self Service										
Genesys Studio	EOS	-	EOS	EOS	+	-	-	-	-	
Genesys Voice Platform (GVP)	EOS	-	EOS	EOS	+	+	+	+	+	
Interactive Voice Response (IVR) Interface Option	EOS	EOS	EOS	+	-	+	+	+	-	
Voice Treatment Option (VTO)	+	-	-	-	-	-	-	-	-	Genesys announced End of Life (EOL) in August 2013. VTO reached End of Support (EOS) on August 28, 2015.
Workforce Management										
Genesys Interaction Recording	-	-	-	-	-	-	-	+	-	
Genesys Quality Management	-	-	-	-	-	+	+	-	-	

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Workforce Management	EOS	EOS	EOS	EOS	+	+	+	+	-	
Other Products										
Expert Contact	EOS	-	EOS	-	+	-	-	-	-	
Genesys Enterprise Telephony Software (GETS)		+	+	+	+	-	-	-	-	Genesys announced End of Life (EOL) in October 2012. GETS reached End of Support (EOS) on April 30, 2015.
Genesys Knowledge Center		-	-	-	-	-	-	+	-	
Genesys Rules System	-	-	-	-	-	-	+	+	-	
Genesys Social Engagement	-	-	-	-	-	-	-	+	-	
Genesys Speech and Text Analytics	-	-	-	-	-	+	+	+	-	
Genesys Mobile Services	-	-	-	-	-	-	+	+	-	
IP Media eXchange	EOS	-	-	-	-	-	-	-	-	
SIP Feature Server/SIP Voicemail Server	-	-	-	-	-	-	+	-	-	In release 8.1.2, SIP Voicemail Server was renamed SIP Feature

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										Server.
Unified Communications (UC) Connector	-	-	-	-	-	+	-	-	-	
Web Services and Applications	-	-	-	-	-	-	-	+	-	Web Services and Applications is a set of Web Services (REST APIs that you can use to create custom applications) and user interfaces that provide a web-based client interface to access Genesys services. The following UIs are currently offered: Workspace Web Edition (HTML 5 thin-client application) and Gplus Adapter for Salesforce (enables Salesforce

