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Genesys Interoperability Guide

Genesys 7.6 Product Interoperability with T-Servers

4/7/2025

Genesys 7.6 Product Interoperability with T-Servers

This page describes the interoperability of Genesys 7.6 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.
n/a	Not applicable.
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 7.6 Product Interoperability with T-Servers

Genesys 7.6 Products	Versions of T-Server			Conditions/Limitations
	7.6	8.0	8.1	
Desktops and Gplus Adapters				
Genesys Desktop	yes	yes	yes	
Genesys Desktop .NET Toolkit	EOS	EOS	EOS	
Gplus Adapter for Microsoft Dynamics CRM	yes	yes	-	
Framework				
Network T-Servers	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Multi-Channel				
intelligent Workload Distribution (iWD)	yes	n/a	n/a	8.x releases do not depend on T-Server.
Outbound Contact				
Outbound Contact	yes	yes	yes	

Genesys 7.6 Products	Versions of T-Server			
Reporting				
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Routing				
Universal Routing	yes	yes	yes	
SDKs				
Interaction SDK	yes	yes	yes	For T-Servers 8.0, support begins with Interaction SDK 7.6.2+. For T-Servers 8.1, support begins with Interaction SDK 7.6.4+. Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
Platform SDK	yes	yes	yes	
Other Products				
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	Genesys announced End of Life (EOL) in October 2012. GETS reaches End of Support (EOS) on April 30, 2015.
Expert Contact	yes	yes	-	