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# Genesys Interoperability Guide

Genesys 7.x-8.x Product Dependencies on T-Servers

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# Genesys 7.x-8.x Product Dependencies on T-Servers

This page describes the Genesys 7.x-8.x Product Dependencies on T-Servers.

## Genesys 7.x-8.x Product Dependencies on T-Servers

| Symbol/Term | Definition   |
|-------------|--|
| •           | The given version of the product depends on T-Servers.   |
| o           | The given version of the product does not depend on T-Servers.   |
| X           | The product does not exist in the given version.   |
| EOS         | Product and/or version reached End of Support (EOS) and is no longer supported by Genesys. Contact your Genesys representative for more information. |

| Products/<br>Versions              | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations |  |
|------------------------------------|-----|-----|-----|-----|-----|----------------------------|--|
| <b>Desktops and Gplus Adapters</b> |     |     |     |     |     |                            |  |
| Composer                           | X   | X   | o   | o   | X   |                            |  |
| Genesys Agent Scripting            | X   | X   | X   | o   | X   |                            |  |
| Genesys Desktop                    | EOS | •   | X   | X   | X   |                            |  |
| Genesys Desktop .NET Toolkit       | EOS | EOS | X   | X   | X   |                            |  |
| Genesys Knowledge Center           | X   | X   | X   | X   | o   |                            |  |
| Genesys Softphone                  | X   | X   | X   | X   | o   |                            |  |
| Gplus Adapter                      | X   | X   | X   | X   | X   |                            |  |

| Products/<br>Versions   | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations                                  |  |
|---|-----|-----|-----|-----|-----|---|--|
| for Microsoft CRM   |     |     |     |     |     |   |  |
| <i>Gplus</i> Adapter for Microsoft Dynamics CRM               | X   | •   | •   | X   | X   |   |  |
| <i>Gplus</i> Adapter for SAP Analytics                        | o   | X   | X   | X   | X   |   |  |
| <i>Gplus</i> Adapter for SAP Data Access Component            | X   | X   | X   | X   | X   |   |  |
| <i>Gplus</i> Adapter for SAP ERP                              | •   | X   | X   | X   | X   |   |  |
| <i>Gplus</i> Adapter for SAP ICI Multi-Channel                | •   | X   | •   | X   | X   |   |  |
| <i>Gplus</i> Adapter for PeopleSoft CRM                       | X   | X   | X   | X   | X   |   |  |
| <i>Gplus</i> Adapter for Siebel CRM                           | •   | X   | •   | X   | X   |   |  |
| <i>Gplus</i> Adapter Campaign Synchronization Adapter for SAP | •   | X   | •   | X   | X   |   |  |
| Interaction Workspace   | X   | X   | •   | •   | X   | Interaction Workspace was renamed Workspace Desktop Edition |  |

| Products/<br>Versions           | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations  |  |
|---------------------------------|-----|-----|-----|-----|-----|---|--|
|                                 |     |     |     |     |     | starting with release 8.5.  |  |
| Workspace Desktop Edition       | X   | X   | X   | X   | •   | Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.  |  |
| <b>Framework</b>                |     |     |     |     |     |   |  |
| Genesys Administrator Extension | X   | X   | X   | •   | •   |   |  |
| License Reporting Manager       | X   | X   | o   | o   | o   |   |  |
| Load Distribution Server        | X   | X   | X   | •   | X   |   |  |
| Management Framework            | o   | o   | o   | o   | o   |   |  |
| Network T-Servers               | EOS | •   | •   | •   | X   |   |  |
| SIP Proxy                       | X   | X   | X   | •   | X   |   |  |
| SIP Server                      | EOS | •   | •   | •   | X   |   |  |
| T-Servers                       | •   | •   | •   | •   | X   | Only HA Proxy for Nortel Communication Server 2000/2100 is still supported. All other 7.5 and earlier T-Servers reached End of Support. |  |
| <b>Multi-Channel</b>            |     |     |     |     |     |   |  |
| eServices/<br>Multimedia        | o   | o   | o   | o   | o   |   |  |

| Products/<br>Versions                   | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations   |  |
|---|-----|-----|-----|-----|-----|--|--|
| Genesys Web Engagement                  | X   | X   | X   | o   | X   |  |  |
| intelligent Workload Distribution (iWD) | X   | •   | o   | o   | o   |  |  |
| WebRTC                                  | X   | X   | X   | X   | o   |  |  |
| <b>Outbound Contact</b>                 |     |     |     |     |     |  |  |
| Outbound Contact                        | EOS | •   | •   | •   | X   |  |  |
| <b>Reporting</b>                        |     |     |     |     |     |  |  |
| Advisors Cisco Adapter                  | X   | X   | o   | o   | o   |  |  |
| Advisors Genesys Adapter                | X   | X   | o   | •   | •   |  |  |
| Agent Advisor                           | X   | X   | o   | •   | •   |  |  |
| Call Concentrator                       | X   | X   | X   | X   | X   |  |  |
| CCPulse+                                | o   | X   | o   | X   | X   |  |  |
| Contact Center Advisor                  | X   | X   | o   | •   | •   |  |  |
| Contact Center Advisor - Mobile Edition | X   | X   | o   | •   | •   | Contact Center Advisor-Mobile Edition version 8.1.1 is also available, and is dependent on T-Server 8.1. |  |
| Contact Center Analyzer (CCA)           | X   | o   | X   | X   | X   |  |  |
| Frontline Advisor                       | X   | X   | o   | •   | •   |  |  |
| Genesys Info Mart                       | EOS | •   | •   | •   | •   |  |  |

| Products/<br>Versions                | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations   |  |
|--------------------------------------|-----|-----|-----|-----|-----|--|--|
| Genesys Interactive Insights (GI2)   | X   | o   | o   | o   | X   |  |  |
| Genesys Interactive Insights for iWD | X   | X   | o   | X   | X   |  |  |
| Interaction Concentrator (ICON)      | EOS | •   | •   | •   | X   |  |  |
| Pulse                                | X   | X   | X   | o   | o   |  |  |
| Real-Time Metrics Engine (RTME)      | EOS | •   | •   | •   | •   |  |  |
| Reporting Templates                  | X   | X   | X   | X   | X   |  |  |
| Workforce Advisor                    | X   | X   | o   | •   | •   |  |  |
| <b>Routing</b>                       |     |     |     |     |     |  |  |
| Orchestration Server (ORS)           | X   | X   | o   | o   | X   | Orchestration Server 8.0 and 8.1 do not require a T-Server connection. However, Orchestration Server 8.0 and 8.1 with Voice Mode require a T-Server connection. See details in 'Interoperability for T-Servers' section. |  |
| Universal Routing (UR)               | EOS | •   | •   | •   | X   |  |  |
| Voice Callback (VCB)                 | X   | X   | X   | X   | X   |  |  |
| <b>SDKs</b>                          |     |     |     |     |     |  |  |

| Products/<br>Versions  | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations   |  |
|--|-----|-----|-----|-----|-----|--|--|
| Genesys<br>Interface<br>Server                                     | X   | X   | X   | X   | X   |  |  |
| Interaction<br>SDK   | EOS | •   | X   | X   | X   | <b>Note:</b><br>Interaction<br>SDK<br>values<br>also apply<br>to<br>Genesys<br>Integration<br>Server,<br>which was<br>merged<br>into<br>Interaction<br>SDK with<br>release<br>7.2.                                 |  |
| IVR SDK  | o   | X   | o   | o   | o   |  |  |
| Platform<br>SDK  | EOS | •   | •   | •   | •   |  |  |
| T-Library<br>SDK (T-<br>Library,<br>JAVA<br>Interface,<br>ActiveX) | X   | X   | X   | X   | X   |  |  |
| <b>Voice Self Service</b>  |     |     |     |     |     |  |  |
| Genesys<br>Studio  | o   | o   | o   | o   | X   |  |  |
| Genesys<br>Voice<br>Platform<br>(GVP)                              | EOS | •   | •   | •   | •   | See the<br><i>Genesys<br/>Supported<br/>Media<br/>Interfaces<br/>Reference<br/>Manual</i> for<br>an<br>explanation<br>of the<br>relationship<br>between<br>Genesys<br>Voice<br>Platform<br>(GVP) and<br>T-Servers. |  |
| Interactive<br>Voice<br>Response                                   | •   | X   | •   | •   | •   |  |  |

| Products/<br>Versions                           | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations  |  |
|---|-----|-----|-----|-----|-----|---|--|
| (IVR)<br>Interface<br>Option<br>(IVR<br>Server) |     |     |     |     |     |   |  |
| Voice<br>Treatment<br>Options<br>(VTO)          | X   | X   | X   | X   | X   |   |  |
| <b>Workforce Management</b>                     |     |     |     |     |     |   |  |
| Genesys<br>Interaction<br>Recording             | X   | X   | X   | X   | o   |   |  |
| Genesys<br>Quality<br>Management                | X   | X   | •   | o   | X   | Genesys<br>Quality<br>Management<br>8.0<br>supports<br>SIP Server<br>(version<br>7.6, 8.0)<br>and Cisco<br>CM/UCM T-<br>Server<br>(version<br>7.6); no<br>other T-<br>Servers<br>are<br>supported.<br><br>Genesys<br>Quality<br>Management<br>8.1 supports<br>SIP Server<br>(version 7.6,<br>8.0, 8.1) and<br>Cisco CM/<br>UCM T-Server<br>(version 7.6);<br>no other T-<br>Servers are<br>supported. |  |
| Workforce<br>Management                         | o   | o   | o   | o   | o   |   |  |
| <b>Other Products</b>                           |     |     |     |     |     |   |  |
| Expert<br>Contact                               | X   | •   | X   | X   | X   |   |  |
| Genesys<br>Enterprise<br>Telephony<br>Software  | •   | •   | X   | X   | X   | Genesys<br>announced<br>End of Life<br>(EOL) in   |  |



| Products/<br>Versions                   | 7.5 | 7.6 | 8.0 | 8.1 | 8.5 | Conditions/<br>Limitations   |  |
|---|-----|-----|-----|-----|-----|--|--|
| (GETS)                                  |     |     |     |     |     | October 2012. GETS reaches End of Support (EOS) on April 30, 2015. |  |
| Genesys Rules System                    | X   | X   | X   | o   | o   |  |  |
| Genesys Speech and Text Analytics       | X   | X   | X   | X   | o   |  |  |
| IP Media eXchange                       | X   | X   | X   | X   | X   |  |  |
| Social Engagement                       | X   | X   | X   | X   | o   |  |  |
| SIP Feature Server/<br>Voicemail Server | X   | X   | X   | o   | X   |  |  |
| Unified Communications (UC) Connector   | X   | X   | •   | X   | X   |  |  |
| Web Services and Applications           | X   | X   | X   | X   | •   |  |  |