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Genesys Interoperability Guide

Genesys 8.1 Product Interoperability with T-Servers

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This page describes the interoperability of Genesys 8.1 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.

Genesys 8.1 Product Interoperability with T-Servers

Note: This table will be updated further as more 8.1 products become available.

Genesys 8.1 Products	Versions of T-Server			
	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters				
Interaction Workspaces	yes	yes	yes	
Gplus Adapter for Siebel CRM	yes	yes	-	
Framework				
Load Distribution Server	yes	yes	yes	
Network T-Servers	yes	yes	yes	
SIP Proxy	yes	yes	yes	
SIP Server	yes	yes	yes	
T-Servers	yes	yes	yes	
Outbound Contact				
Outbound Contact	yes	yes	yes	
Reporting				
Advisors Genesys Adapter	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.

Genesys 8.1 Products	Versions of T-Server			
Agent Advisor	yes	yes	yes	Agent Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor	yes	yes	yes	Contact Center Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor-Mobile Edition	yes	yes	yes	Contact Center Advisor-Mobile Edition 8.1+ requires T-Server 7.6.008.01 or later.
Frontline Advisor	yes	yes	yes	Frontline Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Genesys Info Mart (GIM)	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	
Workforce Advisor	yes	yes	yes	Workforce Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Routing				
Orchestration Server (ORS)	no	yes	yes	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.
Universal Routing (UR)	yes	yes	yes	
SDKs				
Platform SDK	yes	yes	yes	
Voice Self Service				
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	

Genesys 8.1 Products	Versions of T-Server			
Other Products				
SIP Feature Server/ Voicemail Server	yes	yes	yes	
Unified Communications (UC) Connector	yes	yes	-	For UC Connector, Emulated Agents are required for versions of T-Server 7.6, and 8.0. For T-Servers 7.6: Cisco CM/UCM T-Server only.