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Genesys Interoperability Guide

Interoperability for Workspace SIP Endpoint / Genesys Softphone

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This page provide interoperability/compatability information for Interaction Workspace/Workspace Desktop Edition and Workspace SIP Endpoint and Genesys Softphone.

	Workspace 8.1	Workspace 8.5	Conditions/ Limitations
Genesys Softphone 9.0	Not Supported	Supported	<ul style="list-style-type: none"> • VDI (Virtual Desktop Infrastructure) along with VMWARE and Citrix are not supported. • No video support. • No centralized ClickOnce deployment.
Interaction Workspace SIP Endpoint 8.0	Supported	Supported	You cannot build a ClickOnce package bundling Interaction Workspace SIP Endpoint 8.0 and Workspace 8.5.
Workspace SIP Endpoint 8.5	Supported	Supported	You cannot build a ClickOnce package bundling Workspace SIP Endpoint 8.5 and Workspace 8.1.