



Genesys Interoperability Guide

System-Level Guides

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Welcome to the Genesys Interoperability Guide

This guide provides system-level information about product availability and interoperability. You can use this information when you are planning to upgrade Genesys software and adding Genesys products.

This information is valid for the Genesys 7.x - 8.x releases to date. For additional details about changing or upgrading Genesys software, you should also review your product's documentation.

Tip



These pages are continually updated to provide current information. More information will be added for Release 8.x as additional products become available.

Understanding Information in this Book

The interoperability tables help you determine product availability and interoperability when planning:

- new releases, maintenance releases, and hot fixes
- upgrades for your Genesys software
- additions of new Genesys products

For additional details about changing or upgrading Genesys software, you should also review your product's documentation.

Intended Audience

This guide is primarily intended for sales and pre-sales, Genesys partners, System Information administrators, and customers who want to change specific features of their Genesys software. This guide assumes that you have a basic understanding of:

- Computer-Telephony Integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.

- Your own network configurations.

You should also be familiar with Genesys Management Framework and Genesys products.

Related Documentation Resources

For additional information, see the list of other Genesys System-level guides and documentation:

[Related Documentation Resources](#)

7.x-8.x Interoperable Core Components

Genesys interoperable core components consist of:

- T-Servers
- DB Server
- Management Layer
- Stat Server

These core components are backward compatible between 7.x - 8.x releases.

The latest release of these interoperable components may be used as maintenance releases or hot fixes for previous releases. Thus, they are known as "maintenance interoperable components."

The Configuration Layer is defined by Configuration Server and Configuration Server Database with the same major release number.

Symbol/ Term	Definition
yes	The product/component is compatible with specified version of Configuration Layer.
no	The product/component is not compatible with specified version of Configuration Layer.

7.x - 8.x Interoperable Core Components

	Configuration Layer Environment							
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5
DB Server	yes	yes	yes	yes	yes	yes	yes	yes
Management Layer	yes	yes	yes	yes	yes	yes	yes	yes
Stat Server	yes	yes	yes	yes	yes	yes	yes	yes
T-Servers	yes	yes	yes	yes	yes	yes	yes	yes

Notes:

- For specific modifications required for the deployment of interoperable components, refer to your product's Release Notes.

- For deployment procedures and configuration instructions, refer to your product's Reference Manual and/or Deployment Guide.
- For important changes in configurable options, statistical values, and template values, refer to your product's Reference Manual and/or Deployment Guide.

7.x-8.x Product Availability

Symbol/ Term	Definition
n/a	Version of the product does not rely on Configuration Layer.
+	Product is available in the given version.
-	Product is not available in the given version. Contact your Genesys representative for more information.

Genesys 7.x - 8.x Product Availability in Release Versions

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

Access Component									
<i>Gplus</i> Adapter for SAP ERP	+	+	-	+	-	-	-	-	
<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 release 8.5.
Framework									
Genesys Administrator	-	-	-	-	-	+	+	-	
Genesys Administrator Extension	-	-	-	-	-	-	+	+	
License Reporting Manager	-	-	-	-	-	+	+	+	
Load Distribution Server	+	+	+	-	-	-	+	-	
Management Framework	+	+	+	+	+	+	+	+	
Network T-Servers	+	+	+	+	+	+	+	-	

SIP Proxy	-	-	-	-	-	-	+	-	
SIP Server	+	+	+	+	+	+	+	-	
T-Servers	+	+	+	+	+	+	+	-	
Multi-Channel									
eServices	+	+	+	+	+	+	+	+	Formerly called Multimedia or Multi-Channel Routing [MCR].
Genesys Web Engagement	-	-	-	-	-	-	+	-	
intelligent Workload Distribution (iWD)	-	-	-	-	+	+	+	+	
LivePerson Adapter	-	-	-	-	-	+	-	-	
Web RTC	-	-	-	-	-	-	-	+	
Outbound Contact									
Outbound Contact	+	+	+	+	+	+	+	-	
Reporting									
Advisors Cisco Adapter	-	-	-	-	-	+	+	+	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	-	-	-	-	-	+	+	+	Agent Advisor Version 3.3 is also available.
Call Concentrator	+	-	-	-	-	-	-	-	
CCPulse+	+	+	+	+	-	+	-	-	

Contact Center Advisor	-	-	-	-	-	+	+	+	Contact Center Advisor Version 3.3 is also available.
Contact Center Advisor - Mobile Edition	-	-	-	-	-	+	+	+	Version 8.1.1 is also available.
Contact Center Analyzer (CCA)	+	+	+	-	+	-	-	-	
Frontline Advisor	-	-	-	-	-	+	+	+	Frontline Advisor Version 3.3 is also available.
Genesys Info Mart (GIM)	+	-	+	+	+	+	+	-	
Genesys Interactive Insights (GI2)	-	-	-	-	+	+	+	-	
Genesys Interactive Insights for iWD	-	-	-	-	-	+	-	-	
Interaction Concentrator (ICON)	-	-	+	+	+	+	+	-	
Pulse	-	-	-	-	-	-	+	+	
Real-Time Metrics Engine (RTME)	+	+	+	+	+	+	+	+	
Reporting Templates	+	+	+	-	-	+	-	-	7.6.x CCAAnalyzer templates are located on the 8.0.x Reporting Templates CD.
Workforce Advisor	-	-	-	-	-	+	+	+	<ul style="list-style-type: none"> • 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). <ul style="list-style-type: none"> • Advisors 8.1.2 and 8.1.3 is compatible with Genesys WFM 7.6. • Advisors 8.1.4 is compatible with Genesys WFM 7.6 or 8.1.1. • Advisors 8.1.5 is compatible with Genesys WFM 8.1.2.
Routing									
Composer	-	-	-	-	-	+	+	-	
Orchestration Server (ORS)	-	-	-	-	-	+	+	-	
Universal Routing Server (URS)	+	+	+	+	+	+	+	-	
Voice Callback (VCB)	+	+	-	-	-	-	-	-	
SDKs									
Genesys Interface Server	+	+	-	-	-	-	-	-	As a product, GIS merged into Interaction SDK starting with Release 7.2.
Interaction SDK	+	+	+	+	+	-	-	-	Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
IVR SDK	+	+	+	+	-	+	+	+	
Platform SDK	-	-	+	+	+	+	+	+	
T-Library SDK (T-Library, JAVA)	+	+	+	-	-	-	-	-	This product reached End of Life in March 2007. The last version was 7.2.

Interface, ActiveX)									Maintenance support was provided through March 2010.
Voice Self Service									
Genesys Studio	+	-	+	+	+	-	-	-	
Genesys Voice Platform (GVP)	+	-	+	+	+	+	+	+	
Interactive Voice Response (IVR) Interface Option	+	+	+	+	-	+	+	+	
Voice Treatment Option (VTO)	+	-	-	-	-	-	-	-	Genesys announced End of Life (EOL) in August 2013. VTO reaches End of Support (EOS) on August 28, 2015.
Workforce Management									
Genesys Interaction Recording	-	-	-	-	-	-	-	+	
Genesys Quality Management	-	-	-	-	-	+	+	-	
Workforce Management	+	+	+	+	+	+	+	+	
Other Products									
Expert Contact	+	-	+	-	+	-	-	-	
Genesys Enterprise Telephony Software (GETS)	-	+	+	+	+	-	-	-	
Genesys Rules System	-	-	-	-	-	-	+	+	
Genesys Social Engagement	-	-	-	-	-	-	-	+	

Genesys Speech and Text Analytics	-	-	-	-	-	+	+	+	
Genesys Mobile Services	-	-	-	-	-	-	+	+	
IP Media eXchange	+	-	-	-	-	-	-	-	
SIP Feature Server/SIP Voicemail Server	-	-	-	-	-	-	+	-	In release 8.1.2, SIP Voicemail Server was renamed SIP Feature Server.
Unified Communications (UC) Connector	-	-	-	-	-	+	-	-	

Interoperability for Configuration Layer Environment

Check 7.x - 8.x product interoperability with Configuration Layer Environment:

- 7.0 Interoperability with Configuration Layer Environment
- 7.1 Interoperability with Configuration Layer Environment
- 7.2 Interoperability with Configuration Layer Environment
- 7.5 Interoperability with Configuration Layer Environment
- 7.6 Interoperability with Configuration Layer Environment
- 8.0 Interoperability with Configuration Layer Environment
- 8.1 Interoperability with Configuration Layer Environment
- 8.5 Interoperability with Configuration Layer Environment

7.0 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
–	Product is not available in the given version.

7.0 Interoperability with Configuration Layer Environment

7.0 Products	Configuration Layer Environment							Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	
Desktops and Gplus Adapters								
Genesys Agent Scripting	yes	yes	yes	yes	yes	yes	yes	Does not work with Genesys Agent Desktop 7.5/7.6.

Genesys Desktop	yes	yes	yes	yes	yes	yes	-	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
Genesys Desktop .NET Toolkit	yes	yes	yes	yes	yes	yes	-	Genesys Desktop .NET Toolkit requires Configuration Layer Environment 7.0.1 or higher.
<i>Gplus</i> Adapter for MicroSoft CRM	yes	yes	no	no	no	no	no	
<i>Gplus</i> Adapter for PeopleSoft CRM	yes	no	no	no	no	no	no	
<i>Gplus</i> Adapter for SAP ERP	yes	yes	no	no	no	no	no	
<i>Gplus</i> Adapter for Siebel CRM	yes	yes	no	no	no	no	no	Formerly called <i>Gplus</i> Adapter for Siebel 7.
Framework								
IP T-Servers	yes	yes	yes	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	yes	yes	yes	
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel								
Multimedia	yes	yes	yes	yes	yes	no	no	Formerly called Multi-Channel Routing [MCR].
Outbound Contact								
Outbound Contact	yes	yes	yes	no	no	no	no	
Reporting								

Call Concentrator	yes	yes	yes	yes	yes	yes	-	
CCPulse+	yes	yes	yes	yes	yes	no	no	
CCAnalyzer	yes	yes	yes	yes	yes	no	no	
Genesys Info Mart	yes	yes	yes	yes	yes	yes	yes	
Reporting Templates	yes	yes	yes	yes	yes	no	no	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	
Routing								
Universal Routing	yes	yes	yes	yes	yes	yes	yes	
Voice Callback (VCB)	yes	yes	no	no	no	no	-	
SDKs								
Genesys Interface Server	yes	yes	yes	yes	yes	yes	-	
Interaction SDK	yes	yes	yes	yes	yes	yes	-	<p>Interaction SDK requires Configuration Layer Environment 7.0.1 or higher.</p> <p>Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.</p>
IVR SDK	yes	yes	yes	yes	yes	yes	-	
T-Library SDK (T-Library, JAVA Interface, ActiveX)	yes	yes	yes	yes	yes	yes	-	

Voice Self Service							
Genesys Studio	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	yes	yes	yes
Voice Treatment Option (VTO)	yes	yes	yes	yes	yes	yes	yes
Workforce Management							
Workforce Management	yes	yes	yes	yes	yes	yes	yes
Other Products							
Expert Contact	yes	yes	yes	yes	yes	no	-
IP Media eXchange	yes	no	no	no	no	no	-

Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.

7.1 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.

–	Product is not available in the given version.
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7.1 Interoperability with Configuration Layer Environment

7.1 Products	Configuration Layer Environment							Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	
Desktops and Gplus Adapters								
Genesys Agent Scripting	yes	yes	yes	yes	yes	yes	yes	Does not work with Genesys Agent Desktop 7.5/7.6.
Genesys Desktop	yes	yes	yes	yes	yes	yes	-	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
Genesys Desktop .NET Toolkit	yes	yes	yes	yes	yes	yes	-	Genesys Desktop .NET Toolkit requires Configuration Layer Environment 7.0.1 or higher.
Gplus Adapter for SAP Data Access Component	no	yes	yes	yes	yes	yes	yes	
Gplus Adapter for SAP ERP	yes	yes	yes	no	no	no	no	
Gplus Adapter for SAP ICI Multi-Channel	no	yes	yes	yes	no	no	no	
Gplus Adapter for PeopleSoft CRM	no	yes	yes	no	no	no	no	
Gplus Adapter for Siebel CRM	yes	yes	yes	yes	no	no	no	Formerly called Gplus Adapter for Siebel 7. Starting from Configuration Layer 7.0.1

								(Genesys Desktop requires Configuration Layer Environment 7.0.1). Limited support. Works only with products that are compatible with the 6.5 Configuration Layer.
Framework								
IP T-Servers	yes	yes	yes	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	yes	yes	yes	
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel								
Multimedia	yes	yes	yes	yes	yes	no	no	Formerly called Multi-Channel Routing [MCR].
Outbound Contact								
Outbound Contact	yes	yes	yes	no	no	no	no	
Reporting								
Contact Center Analyzer (CCA)	yes	yes	yes	yes	yes	no	no	
CCPulse+	yes	yes	yes	yes	yes	no	no	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	
Reporting Templates	yes	yes	yes	yes	yes	no	no	
Routing								
Universal Routing	yes	yes	yes	yes	yes	yes	yes	

Voice Callback (VCB)	yes	yes	yes	yes	yes	yes	-	
SDKs								
Genesys Interface Server	yes	yes	yes	yes	yes	yes	-	
SDK	yes	yes	yes	yes	yes	yes	-	Interaction SDK requires Configuration Layer Environment 7.0.1 or higher. Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
IVR SDK	yes	yes	yes	yes	yes	yes	-	
T-Library SDK (T-Library, JAVA Interface, ActiveX)	yes	yes	yes	yes	yes	yes	-	
Voice Self Service								
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	yes	yes	yes	
Workforce Management								
Workforce Management	yes	yes	yes	yes	yes	yes	yes	
Other Products								
Genesys Enterprise Telephony	no	yes	yes	yes	yes	yes	yes	

Software
(GETS)

7.2 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
–	Product is not available in the given version.

7.2 Interoperability with Configuration Layer Environment

7.2 Products	Configuration Layer Environment							Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	
Desktops and Gplus Adapters								
Genesys Agent Scripting	yes	yes	yes	yes	yes	yes	yes	Works with Genesys Agent Desktop 7.5/7.6 starting from 7.2.1.
Genesys Desktop	yes	yes	yes	yes	yes	yes	-	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
Genesys Desktop .NET Toolkit	yes	yes	yes	yes	yes	yes	-	Genesys Desktop .NET Toolkit requires Configuration Layer Environment 7.0.1 or higher.
Gplus Adapter for Microsoft CRM	no	no	yes	no	no	no	no	

<i>Gplus</i> Adapter for PeopleSoft CRM	no	no	yes	no	no	no	no	
<i>Gplus</i> Adapter for Siebel CRM	yes	yes	yes	no	no	no	no	Formerly called <i>Gplus</i> Adapter for Siebel 7.
Framework								
IP T-Servers	yes	yes	yes	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	yes	yes	yes	
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel								
Multimedia	yes	yes	yes	yes	yes	no	no	Formerly called Multi-Channel Routing [MCR].
Outbound Contact								
Outbound Contact	yes	yes	yes	no	yes	yes	yes	Release 7.6 beginning with version 7.6.000.20.
Reporting								
Contact Center Analyzer (CCA)	yes	yes	yes	yes	yes	no	no	
CCPulse+	yes	yes	yes	yes	yes	no	no	
Genesys Info Mart	yes	yes	yes	yes	yes	yes	yes	
Interaction Concentrator (ICON)	no	no	yes	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	

Reporting Templates	yes	yes	yes	yes	yes	no	no	
Routing								
Universal Routing	yes	yes	yes	yes	yes	yes	yes	
SDKs								
Interaction SDK	yes	yes	yes	yes	yes	yes	-	Interaction SDK requires Configuration Layer Environment 7.0.1 or higher. Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
IVR SDK	yes	yes	yes	yes	yes	yes	-	
Platform SDK	no	no	yes	yes	yes	no	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
T-Library SDK (T-Library, JAVA Interface, ActiveX)	yes	yes	yes	yes	yes	yes	-	
Voice Self Service								
Genesys Studio	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.
Interactive Voice Response (IVR)	yes	yes	yes	yes	yes	yes	yes	

Interface Option								
Workforce Management								
Workforce Management	yes	yes	yes	yes	yes	yes	yes	
Other Products								
Expert Contact	yes	yes	yes	yes	yes	no	-	
Genesys Enterprise Telephony Software (GETS)	no	yes	yes	yes	yes	yes	yes	

7.5 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
–	Product is not available in the given version.

7.5 Interoperability with Configuration Layer Environment

7.5 Products	Configuration Layer Environment							Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	
Desktops and Gplus Adapters								
Genesys Desktop	yes	yes	yes	yes	yes	yes	-	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.

Genesys Desktop .NET Toolkit	yes	yes	yes	yes	yes	yes	-	Genesys Desktop .NET Toolkit requires Configuration Layer Environment 7.0.1 or higher.
<i>Gplus</i> Adapter for SAP Analytics	no	no	no	yes	yes	yes	no	
<i>Gplus</i> Adapter for SAP ICI Multi-Channel	no	no	yes	yes	yes	yes	yes	
<i>Gplus</i> Adapter for Siebel CRM	no	yes	yes	yes	yes	yes	yes	Formerly called <i>Gplus</i> Adapter for Siebel 7.
<i>Gplus</i> Campaign Synchronization Adapter for SAP	no	no	no	yes	yes	yes	no	
Framework								
IP T-Servers	yes	yes	yes	yes	yes	yes	yes	
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel								
Multimedia	yes	yes	yes	yes	yes	no	no	Formerly called Multi-Channel Routing [MCR].
Outbound Contact								
Outbound Contact	no	no	no	yes	yes	yes	yes	
Reporting								
CCPulse+	yes	yes	yes	yes	yes	yes	yes	
Genesys Info Mart	no	no	no	yes	yes	yes	yes	
Interaction Concentrator (ICON)	no	no	yes	yes	yes	yes	yes	

Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	
Routing								
Universal Routing	yes	yes	yes	yes	yes	yes	yes	
SDKs								
								Interaction SDK requires Configuration Layer Environment 7.0.1 or higher.
Interaction SDK	yes	yes	yes	yes	yes	yes	-	Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
IVR SDK	yes	yes	yes	yes	yes	yes	-	
Platform SDK	no	no	yes	yes	yes	no	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service								
Genesys Studio	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	yes	yes	yes	
Workforce Management								
Workforce Management	yes	yes	yes	yes	yes	yes	yes	
Other Products								

Genesys Enterprise Telephony Software (GETS)	no	yes	yes	yes	yes	yes	yes
--	----	-----	-----	-----	-----	-----	-----

7.6 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
n/a	Not applicable. The product does not depend on Configuration Layer.

7.6 Interoperability with Configuration Layer Environment

7.6 Products	Configuration Layer Environment								Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters									
Genesys Desktop	yes	yes	yes	yes	yes	yes	yes	no	Genesys Desktop requires Configuration Layer Environment 7.0.1 or higher.
<i>Gplus</i> Adapter for Microsoft Dynamics CRM	no	no	no	no	yes	yes	yes	yes	
Framework									
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	

SIP Server	yes	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel									
intelligent Workload Distribution (iWD)	no	no	no	yes	yes	yes	yes	no	
Multimedia	yes	yes	yes	yes	yes	yes	yes	yes	Formerly called Multi-Channel Routing [MCR].
Outbound Contact									
Outbound Contact	no	no	no	yes	yes	yes	yes	yes	
Reporting									
Contact Center Analyzer (CCA)	no	no	no	yes	yes	yes	yes	yes	
Genesys Info Mart	no	no	no	yes	yes	yes	yes	yes	
Interaction Concentrator (ICON)	no	no	yes	yes	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	yes	
Routing									
Universal Routing	yes	yes	yes	yes	yes	yes	yes	yes	
SDKs									
Interaction SDK	yes	yes	yes	yes	yes	yes	yes	yes*	Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into

										Interaction SDK with release 7.2.
										Interaction SDK requires Configuration Layer Environment 7.0.1 or higher.
										For Configuration Layer Environment 8.0, support begins with Interaction SDK 7.6.2+.
										For Configuration Layer Environment 8.1, support begins with Interaction SDK 7.6.4+.
										(*) For Configuration Layer Environment 8.5. support is only for AIL 7.6.6+.
Platform SDK	no	no	yes	yes	yes	yes	yes	yes	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service										
Genesys Studio	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Genesys Voice Platform (GVP)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Has its own configuration system (LDAP) and does not depend upon Genesys Configuration Layer Environment.
Workforce Management										
Workforce Management	yes	yes	yes	yes	yes	yes	yes	yes	yes	
Other Products										
Expert Contact	yes	yes	yes	yes	yes	no	no	no	no	

Genesys
Enterprise
Telephony
Software
(GETS)

no yes yes yes yes no no no

GETS reaches End of
Support April 30, 2015.
Contact Customer Care
about any interoperability
questions before then.

8.0 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.0 Interoperability with Configuration Layer Environment

8.0 Products	Configuration Layer Environment								Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters									
Composer	no	no	no	no	yes	yes	yes	yes	For further information, including usage of Composer in conjunction with URS and GVP, see the Composer production documentation.
<i>Gplus</i> Adapter for Microsoft Dynamics CRM	no	no	no	no	yes	yes	yes	yes	
<i>Gplus</i> Adapter for Siebel CRM	no	yes	yes	yes	yes	yes	yes	yes	

<i>Gplus</i> Adapter for SAP ICI Multi-Channel	no	no	yes	yes	yes	yes	yes	yes	
Interaction Workspace	no	no	no	no	no	yes	yes	no	Configuration Server 8.0.2+ is required to support Role Based Access Control.
Framework									
Genesys Administrator	no	no	no	no	no	yes	yes	no	<p>In order to perform monitoring of the Genesys environment using Genesys Administrator, version 8.0 of Framework Management Layer is required (in addition to Configuration Layer 8.0). For availability of product-specific monitoring features inside Genesys Administrator, and versions supported, please see the relevant product documentation.</p> <p>For RBAC functionality of Genesys Administrator and for Hierarchical multi-tenancy, Configuration Layer 8.0.2 is required.</p>
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel									
intelligent Workload	no	no	no	yes	yes	yes	yes	yes	

Distribution (iWD)								
LivePerson Adapter	no	no	no	yes	yes	yes	no	no
eServices/Multimedia	no	no	no	yes	yes	yes	yes	yes
<p>Formerly called Multi-Channel Routing [MCR].</p> <p>eServices 8.0 is not compatible with Config Layer 7.2 beginning with eServices 8.0.2. See Genesys Migration Guide for more details on eServices interoperability.</p>								
Outbound Contact								
Outbound Contact	no	no	no	yes	yes	yes	yes	yes
Reporting								
Advisors Cisco Adapter	no	no	yes	yes	yes	yes	yes	no
Advisors Genesys Adapter	no	no	yes	yes	yes	yes	yes	no
Agent Advisor	no	no	yes	yes	yes	yes	yes	no
CCPulse+	no	no	no	yes	yes	yes	yes	yes
Contact Center Advisor	no	no	yes	yes	yes	yes	yes	no
Contact Center Analyzer (CCA)	no	no	no	no	yes	yes	yes	yes
Frontline Advisor	no	no	yes	yes	yes	yes	yes	no
Genesys Info Mart (GIM)	no	no	no	no	yes	yes	yes	yes
Genesys Interactive Insights (GI2)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Genesys Interactive Insights for iWD	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Interaction Concentrator (ICON)	no	no	yes	yes	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	yes	
Workforce Advisor	no	no	yes	yes	yes	yes	yes	no	
Routing									
Orchestration Server (ORS)	no	no	no	no	no	yes	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. See details in 'Interoperability for T-Servers' section.
Universal Routing (UR)	yes	yes	yes	yes	yes	yes	yes	yes	
SDKs									
IVR SDK	yes	yes	yes	yes	yes	yes	yes	yes	
Platform SDK	no	no	yes	yes	yes	yes	yes	no	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service									
Genesys Voice Platform (GVP)	no	no	no	no	no	yes	yes	no	Requires Genesys Administrator 8 for both configuration and management functionalities.

Interactive Voice

Response (IVR) yes yes yes yes yes yes yes yes

Interface Option

Workforce Management

Genesys Quality Management no no no yes yes yes yes no

Genesys Workforce Management yes yes yes yes yes yes yes yes

Other Products

Genesys Speech and Text Analytics no no no no no no no no

Unified

Communications (UC) Connector no no no yes yes yes yes yes

8.1 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.1 Interoperability with Configuration Layer Environment

8.1 Products	Configuration Layer Environment								Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	
Desktops and Gplus Adapters									

Genesys Agent Scripting	yes	yes	yes	yes	yes	yes	yes	no	Works with Genesys Agent Desktop Versions 7.5 and 7.6.
Composer	no	no	no	no	yes	yes	yes	yes	For further information, including usage of Composer in conjunction with URS and GVP, see the Composer production documentation.
Interaction Workspace	no	no	no	no	no	yes	yes	no	Configuration Server 8.0.2+ is required to support Role Based Access Control.
Framework									
Genesys Administrator	no	no	no	no	no	yes	yes	yes	<ul style="list-style-type: none"> In order to perform monitoring of the Genesys environment using Genesys Administrator, version 8.0 of Framework Management Layer is required (in addition to Configuration Layer 8.0). For availability of product-specific monitoring features inside Genesys Administrator, and versions supported, please see the relevant product documentation. For RBAC functionality of Genesys Administrator and for Hierarchical multi-tenancy, Configuration Layer 8.0.2 is required.

Genesys Administrator Extension	no	no	no	no	no	no	yes	no	<ul style="list-style-type: none"> In order to perform monitoring of the Genesys environment using Genesys Administrator Extension, version 8.1 of Framework Management Layer is required (in addition to Configuration Layer 8.1). For availability of product-specific monitoring features inside Genesys Administrator Extension, and versions supported, please see the relevant product documentation. For RBAC functionality of Genesys Administrator Extension and for Hierarchical multi-tenancy, Configuration Layer 8.1 is required.
License Reporting Manager	no	no	no	no	no	yes	yes	no	
Network T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	
SIP Proxy	yes	yes	yes	yes	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery deployment requires MFW 8.0.2+.
SIP Server	yes	yes	yes	yes	yes	yes	yes	yes	Using Interaction Workspace 8.1.1 in Disaster Recovery

									deployment requires MFW 8.0.2+.
T-Servers	yes	yes	yes	yes	yes	yes	yes	yes	
Load Distribution Server	yes	yes	yes	yes	yes	yes	yes	yes	
Multi-Channel									
intelligent Workload Distribution (iWD)	no	no	no	yes	yes	yes	yes	yes	In order to use the iWD Stat Server Java Extension (included with iWD 8.x) to support current-day reporting through Stat Server clients such as CCPulse+, Stat Server 8.0+ is required.
eServices/Multimedia	no	no	no	no	yes	yes	yes	yes	Formerly called Multi-Channel Routing [MCR]. See Genesys Migration Guide for more details on eServices interoperability.
Genesys Web Engagement	no	no	no	no	no	no	yes	yes	Requires Configuration Server and Configuration DB 8.1.200.04+ for UTF-8 support. Full interoperability details for all dependent products are included with the deployment guide.
Outbound Contact									
Outbound Contact	no	no	no	yes	yes	yes	yes	yes	
Reporting									
Advisors Cisco Adapter	no	no	no	no	no	yes	yes	no	
Advisors Genesys Adapter	no	no	no	no	no	yes	yes	no	<ul style="list-style-type: none"> Advisors 8.1.2, 8.1.3, and 8.1.4 are compatible with Configuration Server 8.0.3xx.

									<ul style="list-style-type: none"> Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Agent Advisor	no	no	no	no	no	yes	yes	no	<ul style="list-style-type: none"> Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
CCPulse+	no	no	no	no	no	yes	yes	yes	
Contact Center Advisor	no	no	no	no	no	yes	yes	no	<ul style="list-style-type: none"> Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Contact Center Advisor - Mobile Edition	no	no	no	no	no	yes	yes	no	Version 8.1.1, 8.1.2 and 8.1.4 Mobile Edition are available.
Contact Center Analyzer (CCA)	no	no	no	no	yes	yes	yes	yes	
Frontline Advisor	no	no	no	no	no	yes	yes	no	<ul style="list-style-type: none"> Advisors 8.1.2, 8.1.3 and 8.1.4 are compatible with Configuration Server 8.0.3xx. Advisors 8.1.5 is compatible with

									Configuration Server 8.1.2.
Genesys Info Mart (GIM)	no	no	no	no	yes	yes	yes	yes	At a minimum, Genesys Info Mart release 8.1 requires Interaction Concentrator 8.1.000.24. To enable all of the functionality provided in this release of Genesys Info Mart, Genesys recommends that you use Interaction Concentrator release 8.1.400.08 or higher.
Genesys Interactive Insights (GI2)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Genesys Interactive Insights for iWD	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Interaction Concentrator (ICON)	no	no	yes	yes	yes	yes	yes	yes	
Pulse	no	no	no	no	no	no	yes	yes	Pulse requires Genesys Administrator Extension, which requires Management Framework version 8.1.1 or higher.
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	yes	yes	yes	yes	
Workforce Advisor	no	no	no	no	no	yes	yes	no	<ul style="list-style-type: none"> Advisors 8.1.2 and 8.1.3 is compatible with Configuration Server 8.0.3xx. Advisors 8.1.4 is compatible with Configuration Server 8.0.3xx.

									<ul style="list-style-type: none"> Advisors 8.1.5 is compatible with Configuration Server 8.1.2.
Routing									
Orchestration Server (ORS)	no	no	no	no	no	yes	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. See details in 'Interoperability for T-Servers' section.
Universal Routing (UR)	yes	yes	yes	yes	yes	yes	yes	yes	
SDKs									
IVR SDK	yes	yes	yes	yes	yes	yes	yes	yes	
Platform SDK	no	no	yes	yes	yes	yes	yes	yes	See Platform SDK Interoperability with Genesys Components for more detailed information.
Voice Self Service									
Genesys Voice Platform (GVP)	no	no	no	no	no	yes	yes	no	Requires Genesys Administrator 8 for both configuration and management functionalities.
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	yes	yes	yes	yes	
Workforce Management									
Genesys Quality Management	no	no	no	yes	yes	yes	yes	yes	

Genesys Workforce Management	yes	yes	yes	yes	yes	yes	yes	yes	
Other Products									
Genesys Mobile Services	no	no	no	no	no	no	yes	no	
Genesys Rules System	no	no	no	yes	yes	yes	yes	yes	
Genesys Speech and Text Analytics	no	no	no	no	no	no	no	no	
SIP Voicemail Server	no	no	no	yes	yes	yes	yes	yes	Requires SIP Server 8.1.

8.5 Interoperability with Configuration Layer Environment

Symbol/ Term	Definition
yes	Version of the product is compatible with specified version of Configuration Layer.
no	Version of the product is not compatible with specified version of Configuration Layer.
n/a	Not applicable. The product does not depend on Configuration Layer.

8.5 Interoperability with Configuration Layer Environment

8.5 Products	Configuration Layer Environment								Conditions/ Limitations
	7.0	7.1	7.2	7.5	7.6	8.0	8.1	8.5	

Desktops and Gplus Adapters @@@@ | colspan="8" {{subst:HI2}}| Desktops and Gplus Adapters | {{subst:HI2}} |

Interoperability for Genesys Administrator Extension

Interoperability for Genesys Administrator Extension Plug-ins

Interoperability for Genesys Administrator Extension (GAX)			
Plug-in Name	Plug-in Version	GAX 8.5.0 Interoperability and Compatibility	Conditions/Limitations
Call Recording	8.5.0	Yes	
GIM Manager	8.1.4	Yes	
LRM Reporting	8.1.1	Yes	
	8.1.2	Yes	
	8.5.0	Yes	
Pulse	8.1.4	No	
	8.5.0	Yes	
SIP Feature Server Voice mail	8.1.2	Yes	
GVP Reporting	8.1.6	No	Not tested yet. Compatibility will be announced at a later date.
	8.1.7	No	Not tested yet. Compatibility will be announced at a later date.
Web Engagement	8.1.1	No	Not tested yet. Compatibility will be announced at a later date.

Interoperability for Gplus Adapters

Important



For interoperability information for Gplus Adapters, contact Customer Care.

Interoperability for Reporting Templates

Check specific interoperability for:

- [Reporting Templates and Stat Server](#)
- [Reporting Templates and CCPulse+/CC Analyzer](#)
- [Reporting Templates and Solution Versions](#)

Reporting Templates and CCPulse+/CC Analyzer

Tip



- There is no 8.5 release of CCPulse+/CC Analyzer.
- The 7.5 Reporting DVD provides the latest version of the CC Analyzer, which is version 7.2. There is no 7.5 CC Analyzer.

Symbol/ Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified solution version.
none	No reporting templates for the specified reporting template version are compatible with the specified solution version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified solution version.

Reporting Templates and CCPulse+/CC Analyzer

Reporting Templates Version	Version of CCPulse+/CC Analyzer							
	7.0	7.0.1	7.1	7.2	7.5	8.0	8.1	Conditions/ Limitations

7.0	all	all	all	all	all	all	all	
7.0.1	all	all	all	all	all	all	all	
7.1	ERS, OCS,	all	all	all	all	all	all	
7.2	ERS, OCS, Voice, Web Media, E-mail	ERS, OCS, Voice, Web Media, E- mail, VCB	ERS, OCS, Voice, Web Media, E- mail, VCB, GIM Inbound Voice, OM- Sample	all	all	ERS, OCS, Voice, Web Media, E-mail, VCB, OM- Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM- Sample	
8.0	no	no	no	all	all	ERS, OCS, Voice, Web Media, E-mail, VCB, OM- Sample	ERS, OCS, Voice, Web Media, E-mail, VCB, OM- Sample	

Reporting Templates and Solution Versions

Important



For Voice Callback 7.0, Reporting Templates 7.0.1 must be used during solution upgrade/deployment. VCB 7.1 Reporting Templates require Stat Server 7.0.3 or later, and Voice Callback 7.1 or later.

Symbol/ Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified solution version.

none	No reporting templates for the specified reporting template version are compatible with the specified solution version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified solution version.

Reporting Templates and Solution Versions

Reporting Templates Version	Solution Versions									
	7.0	7.0.1	7.1	7.2	7.5	7.6	8.0	8.1	8.5	Conditions/ Limitations
7.0	all	none	none	none	none	none	none	none	none	
7.0.1	all	all	all	all	all	all	all	none	none	
7.1	ERS, OCS	ERS, OCS, Voice, Web Media, E-mail	all	all	all	all	all	none	none	
7.2	ERS, OCS	ERS, OCS, Voice, Web Media, E-mail	all	all	all	all	all	none	none	
8.0	none	none	none	none	all	all	all	all	all	

Reporting Templates and Stat Server

Symbol/ Term	Definition
all	All reporting templates for the specified reporting template version are compatible with the specified Stat Server version.
none	No reporting templates for the specified reporting template version are compatible with the specified Stat Server version.
"specified templates"	The specified reporting templates for the specified reporting template version are those that are compatible with the specified Stat Server version.

Reporting Templates and Stat Server

Important



The Reporting Template 8.0 CD contains 7.6 CC Analyzer Templates.

Reporting Templates Version	Version of Stat Server										Conditions/ Limitations
	7.0	7.0.2	7.0.3	7.1	7.2	7.5	7.6	8.0	8.1	8.5	
7.0	all	all	all	all	all	all	all	all	all	all	
7.0.1	all	all	all	all	all	all	all	all	all	all	
7.1	ERS, OCS	ERS, OCS, Voice, Web Media, E- mail	all	all	all	all	all	all	all	all	
7.2	ERS, OCS	ERS, OCS,	all	all	all	all	all	all	all	all	

8.0	ERS, OCS	ERS, OCS	all	all	all	all	all	all	all	all	
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Interoperability for T-Servers

Important



More information will be added for Release 8.1 as additional products become available.

1. Check the Product Dependencies on T-Servers:
 - [Genesys 7.x-8.x Product Dependencies on T-Servers](#)
2. Check product interoperability within various releases:
 - [Genesys 7.5 Product Interoperability with T-Servers](#)
 - [Genesys 7.6 Product Interoperability with T-Servers](#)
 - [Genesys 8.0 Product Interoperability with T-Servers](#)
 - [Genesys 8.1 Product Interoperability with T-Servers](#)
 - [Genesys 8.5 Product Interoperability with 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.
	The product does not exist in the given version.

Products/ Versions	7.5	7.6	8.0	8.1	8.5	Conditions/Limitations
Desktops and Gplus Adapters						
Composer			o	o		
Genesys Agent Scripting				o		
Genesys Desktop	?	?				

Genesys Desktop .NET Toolkit	?	?				
Genesys Softphone					o	
Gplus Adapter for Microsoft CRM						
Gplus Adapter for Microsoft Dynamics CRM		?	?			
Gplus Adapter for SAP Analytics	o					
Gplus Adapter for SAP Data Access Component						
Gplus Adapter for SAP ERP	?					
Gplus Adapter for SAP ICI Multi-Channel	?		?			
Gplus Adapter for PeopleSoft CRM						
Gplus Adapter for Siebel CRM	?		?			
Gplus Adapter 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 release 8.5.
Framework						
Genesys Administrator Extension				?	?	
License Reporting Manager			o	o	o	
Load Distribution Server				?		
Management Framework	o	o	o	o	o	
Network T-Servers	?	?	?	?		
SIP Proxy				?		
SIP Server	?	?	?	?		
T-Servers	?	?	?	?		
Multi-Channel						
eServices/Multimedia	o	o	o	o	o	
Genesys Web Engagement				o		
intelligent Workload Distribution (iWD)		?	o	o	o	
Web RTC					o	
Outbound Contact						
Outbound Contact	?	?	?	?		
Reporting						

Advisors Cisco Adapter			o	o	o	
Advisors Genesys Adapter			o	?	?	
Agent Advisor			o	?	?	
Call Concentrator						
CCPulse+	o		o			
Contact Center Advisor			o	?	?	
Contact Center Advisor - Mobile Edition			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)		o				
Frontline Advisor			o	?	?	
Genesys Info Mart	?	?	?	?		
Genesys Interactive Insights (GI2)		o	o	o		
Genesys Interactive Insights for iWD			o			
Interaction Concentrator (ICON)	?	?	?	?		
Pulse				o	o	
Real-Time Metrics Engine (RTME)	?	?	?	?	?	
Reporting Templates						

Workforce Advisor			o	?	?	
Routing						
Orchestration Server (ORS)			o	o		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)	?	?	?	?		
Voice Callback (VCB)						
SDKs						
Genesys Interface Server						
Interaction SDK	?	?				Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
IVR SDK	o		o	o	o	
Platform SDK	?	?	?	?	?	
T-Library SDK (T-Library, JAVA Interface, ActiveX)						
Voice Self Service						
Genesys Studio	o	o	o	o		
Genesys Voice Platform (GVP)	?	?	?	?	?	See the <i>Genesys Supported Media Interfaces Reference Manual</i> for an explanation of the relationship between Genesys Voice Platform (GVP) and T-Servers.
Interactive Voice Response (IVR)	?		?	?	?	

Interface Option (IVR Server)						
Voice Treatment Options (VTO)						
Workforce Management						
Genesys Interaction Recording					o	
Genesys Quality Management			?	o		<p>Genesys Quality Management 8.0 supports SIP Server (version 7.6, 8.0) and Cisco CM/UCM T-Server (version 7.6); no other T-Servers are supported.</p> <p>Genesys Quality Management 8.1 supports SIP Server (version 7.6, 8.0, 8.1) and Cisco CM/UCM T-Server (version 7.6); no other T-Servers are supported.</p>
Workforce Management	o	o	o	o	o	
Other Products						
Expert Contact		?				
Genesys Enterprise Telephony Software (GETS)	?	?				
Genesys Rules System				o	o	
Genesys Speech and Text Analytics					o	
IP Media eXchange						
Social Engagement					o	

SIP Feature Server/ Voicemail Server				0		
Unified Communications (UC) Connector			?			

Genesys 7.5 Product Interoperability with 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, awaiting further information.

Genesys 7.5 Product Interoperability with T-Servers

Genesys 7.5 Products	Versions of T-Server				
	7.5	7.6	8.0	8.1	Conditions/Limitations
Desktops and Gplus Adapters					
Genesys Desktop	yes	yes	yes	-	
Genesys Desktop .NET Toolkit	yes	yes	yes	-	
Gplus Adapter for SAP ERP	yes	yes	yes	-	

Gplus Adapter for SAP ICI Multi-Channel	yes	yes	yes	-	
Gplus Adapter for Siebel CRM	yes	yes	yes	-	
Gplus Campaign Synchronization Adapter for SAP	yes	yes	yes	-	
Framework					
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	no	no	
Routing					
Universal Routing	yes	yes	yes	yes	
SDKs					
Interaction SDK	yes	yes	yes	-	Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.
Platform SDK	yes	yes	no	no	
Voice Self Service					

Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Other Products					
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	-	

Genesys 7.6 Product Interoperability with 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.

Genesys 7.6 Product Interoperability with T-Servers

Genesys 7.6 Products	Versions of T-Server				
	7.5	7.6	8.0	8.1	Conditions/Limitations
Desktops and Gplus Adapters					
Genesys Desktop	yes	yes	yes	yes	
Genesys Desktop .NET Toolkit	yes	yes	yes	-	

<i>Gplus</i> Adapter for Microsoft Dynamics CRM	no	yes	yes	-	
Framework					
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Multi-Channel					
intelligent Workload Distribution (iWD)	yes	yes	n/a	n/a	8.x releases do not depend on T-Server.
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Genesys Info Mart (GIM)	yes	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Routing					
Universal Routing	yes	yes	yes	yes	
SDKs					
Interaction SDK	yes	yes	yes	yes	For T-Servers 8.0, support begins with Interaction SDK 7.6.2+.

					<p>For T-Servers 8.1, support begins with Interaction SDK 7.6.4+.</p> <p>Note: Interaction SDK values also apply to Genesys Integration Server, which was merged into Interaction SDK with release 7.2.</p>
Platform SDK	yes	yes	yes	yes	
Voice Self Service					
Other Products					
Genesys Enterprise Telephony Software (GETS)	yes	yes	yes	yes	
Expert Contact	yes	yes	yes	-	

Genesys 8.0 Product Interoperability with 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 8.0 Product Interoperability with T-Servers

Genesys 8.0 Products	Versions of T-Server
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	7.5	7.6	8.0	8.1	Conditions/ Limitations
Desktops and Gplus Adapters					
Interaction Workspace	no	yes	yes	yes	
Gplus Adapter for Microsoft Dynamics CRM	no	yes	yes	yes	
Gplus Adapter for Siebel CRM	yes	yes	yes	-	
Gplus Adapter for SAP ICI Multi-Channel	yes	yes	yes	yes	
Framework					
Network T-Servers	yes	yes	yes	yes	
SIP Server	yes	yes	yes	yes	
T-Servers	yes	yes	yes	yes	
Outbound Contact					
Outbound Contact	yes	yes	yes	yes	
Reporting					
Genesys Info Mart (GIM)	yes	yes	yes	yes	
Interaction Concentrator (ICON)	yes	yes	yes	yes	
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Routing					
Orchestration Server (ORS)	no	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	yes	
SDKs					
IVR SDK	yes	yes	yes	-	
Platform SDK	yes	yes	yes	yes	
Voice Self Service					
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	
Other Products					
Unified Communications (UC) Connector	yes	yes	yes	-	<p>For UC Connector, Emulated Agents are required for versions of T-Server 7.5, 7.6, and 8.0.</p> <p>For T-Servers 7.5 and 7.6: Cisco CM/UCM T-Server only.</p>

Genesys 8.1 Product Interoperability with 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					
	7.5	7.6	8.0	8.1	Conditions/Limitations	
Desktops and Gplus Adapters						
Interaction Workspace	no	yes	yes	yes		
Gplus Adapter for Siebel CRM	yes	yes	yes	-		
Framework						
Load Distribution Server	yes	yes	yes	yes		
Network T-Servers	yes	yes	yes	yes		
SIP Proxy	yes	yes	yes	yes		
SIP Server	yes	yes	yes	yes		
T-Servers	yes	yes	yes	yes		
Outbound Contact						
Outbound Contact	yes	yes	yes	yes		
Reporting						
Advisors Genesys Adapter	no	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.	

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

Unified Communications (UC) Connector	yes	yes	yes	-	<p>For UC Connector, Emulated Agents are required for versions of T-Server 7.5, 7.6, and 8.0.</p> <p>For T-Servers 7.5 and 7.6: Cisco CM/UCM T-Server only.</p>
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Genesys 8.5 Product Interoperability with 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 8.5 Product Interoperability with T-Servers

Important



This table will be updated further as more 8.5 products become available.

Genesys 8.5 Products	Versions of T-Server					Conditions/Limitations
	7.5	7.6	8.0	8.1		
Desktops and Gplus Adapters						

Workspace Desktop Edition	no	yes	yes	yes	Interaction Workspace was renamed Workspace Desktop Edition starting with release 8.5.
Reporting					
Advisors Genesys Adapter	no	yes	yes	yes	Advisors Genesys Adapter 8.1+ requires T-Server 7.6.008.01 or later.
Agent Advisor	no	yes	yes	yes	Agent Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor	no	yes	yes	yes	Contact Center Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Contact Center Advisor-Mobile Edition	no	yes	yes	yes	Contact Center Advisor-Mobile Edition 8.1+ requires T-Server 7.6.008.01 or later.
Frontline Advisor	no	yes	yes	yes	Frontline Advisor 8.1+ requires T-Server 7.6.008.01 or later.
Real-Time Metrics Engine (RTME)	yes	yes	yes	yes	
Workforce Advisor	no	yes	yes	yes	Workforce Advisor 8.1+ requires T-Server 7.6.008.01 or later.
SDKs					
Platform SDK	yes	yes	yes	yes	
Voice Self Service					
Interactive Voice Response (IVR) Interface Option	yes	yes	yes	yes	

Interoperability for Workspace Desktop Edition

Purpose: To provide an interoperability matrices for the following: Workspace Desktop Edition and other Genesys products, Workspace Desktop Edition Plugins, and Workspace SIP Endpoint.

The interoperability tables in this section include:

- Interoperability between Workspace Desktop Edition 8.5 and other Genesys Products
- Interoperability between Interaction Workspace 8.1 and other Genesys Products
- Interoperability for Workspace Desktop Edition Plugins
- Interoperability for Workspace SIP Endpoint

Interoperability between Workspace Desktop Edition 8.5 and other Genesys Products

Purpose: To provide interoperability information for Workspace Desktop Edition 8.5 with Genesys products from release 7.6 through 8.5.

Servers/ Applications	Releases				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Configuration Server	Not Supported	Supported	Supported	Supported	For release 8.0, supported for Configuration Server 8.0.2+
Genesys Administrator	Not Applicable	Supported	Supported	Not Applicable	For release 8.0, supported for Genesys Administrator 8.0.2+
Genesys Administrator Extension	Not Applicable	Not Applicable	Not Supported	Not Supported	For releases 8.1 and 8.5, Genesys Administrator Extension does not support importing metadata into the template.

Genesys Agent Scripting	Not Supported	Not Supported	Supported	Not Applicable
Genesys Chat	Not Supported	Supported	Supported	Not Applicable
Genesys Co-browse	Not Applicable	Not Applicable	Supported	Not Applicable
Genesys E-mail	Not Supported	Supported	Supported	Supported
Genesys Quality Management	Not Applicable	Not Applicable	Supported	Not Applicable
Genesys SMS	Not Supported	Supported	Supported	Not Applicable
Genesys Web Callback	Not Supported	Supported	Supported	Not Applicable
Genesys Web Engagement	Not Applicable	Not Applicable	Supported	Not Applicable
intelligent Workload Distribution	Not Applicable	Supported	Supported	Supported
Outbound Contact	Supported	Supported	Supported	Not Applicable
RTME (Stat Server)	Supported	Supported	Supported	Supported
SIP Server	Supported	Supported	Supported	Not Applicable
Social Media Engagement	Not Applicable	Not Supported	Supported	Supported
T-Server	Supported	Supported	Supported	Not Applicable
Universal Contact Server (UCS)	Not Supported	Supported	Supported	Supported

Interoperability between Interaction Workspace 8.1 and other Genesys Products

Purpose: To provide interoperability information for Interaction Workspace 8.1.4 with Genesys products from release 7.6 through 8.5..

Servers/ Applications	Releases				Conditions/ Limitations
	7.6	8.0	8.1	8.5	
Configuration Server	Not Supported	Supported	Supported	Not Supported	For release 8.0, supported for Configuration Server 8.0.2+
Genesys Administrator	Not Applicable	Supported	Supported	Not Applicable	For release 8.0, supported for Genesys Administrator 8.0.2+
Genesys Administrator Extension	Not Applicable	Not Applicable	Not Supported	Not Supported	
Genesys Agent Scripting	Not Supported	Not Supported	Supported	Not Applicable	
Genesys Chat	Not Supported	Supported	Supported	Not Applicable	
Genesys Co-browse	Not Applicable	Not Applicable	Supported	Not Applicable	
Genesys E-mail	Not Supported	Supported	Supported	Not Supported	
Genesys SMS	Not Supported	Supported	Supported	Not Applicable	
Genesys Quality Management	Not Applicable	Not Applicable	Supported	Not Applicable	
Genesys Web Callback	Not Supported	Supported	Supported	Not Applicable	

Genesys Web Engagement	Not Applicable	Not Applicable	Supported	Not Applicable
intelligent Workload Distribution	Not Applicable	Supported	Supported	Not Supported
Outbound Contact	Supported	Supported	Supported	Not Applicable
RTME (Stat Server)	Supported	Supported	Supported	Not Supported
SIP Server	Supported	Supported	Supported	Not Applicable
Social Media Engagement	Not Applicable	Not Supported	Supported	Not Supported
T-Server	Supported	Supported	Supported	Not Applicable
Universal Contact Server (UCS)	Not Supported	Supported	Supported	Not Supported

Interoperability for Workspace Desktop Edition Plugins

Purpose: To provide interoperability/compatibility information for Interaction Workspace/Workspace Desktop Edition and Plug-ins.

	Workspace 8.1	Workspace 8.5
Genesys Co-browse Plug-in for Interaction Workspace/Workspace Desktop Edition	Supported	Supported
Genesys Web Engagement Plug-in for Interaction Workspace		
Genesys Proactive Engagement Plug-in for Workspace Desktop Edition	Supported	Supported

Interaction Workspace Plug-in for Genesys Agent Scripting	Supported	Supported
Interaction Workspace Plug-in for Facebook	Supported	Not Supported
Interaction Workspace Plug-in for Lync	Supported	Supported
Interaction Workspace Plug-in for RSS	Supported	Not Supported
Interaction Workspace Plug-in for Twitter	Supported	Not Supported
Social Media Plug-in for Workspace Desktop Edition	Not Supported	Supported

Interoperability for Workspace SIP Endpoint

Purpose: To provide interoperability/compatibility information for Interaction Workspace/Workspace Desktop Edition and Workspace SIP Endpoint.

	Workspace 8.1	Workspace 8.5
Interaction Workspace SIP Endpoint 8.0	Supported	Supported
Workspace SIP Endpoint 8.5	Supported	Supported

Related Documentation Resources

Genesys

- *Genesys Technical Publications Glossary*, which is available online: Glossary. It provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Advisories, which are available at Genesys Release Notes.

Information about supported hardware and third-party software is available on the Genesys Technical Documentation site:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 7.x and 8.x releases.
- *Genesys Licensing Guide*, which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys Database Sizing Estimator*, which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents, accessible from the System-Level Guides.

Genesys product documentation is available on the:

- Genesys Technical Documentation website at Documentation.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesys.com.