



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Predictive Engagement Administrator's Guide

Prerequisites for Genesys Engage on-premises Deployments

8/2/2025

Contents

- [1 Genesys prerequisites](#)

Review the Genesys Predictive Engagement prerequisites for Genesys Engage on-premises customers.

Genesys prerequisites

Important

The following table shows the **minimum** versions of the Genesys components that are required for use with Genesys Predictive Engagement.

Genesys Component	Version	Notes
Framework	8.5.1	Configuration Server, LCA, Message Server, Solution Control Server
Widgets	9.0	9.0.002.06 minimum
Pacing Service	9.0	
Stat Server	8.5	8.5.104.20 minimum
Workspace Desktop Edition	8.5.1	
Genesys Mobile Services	8.5.1	8.5.2 Highly Recommended
Chat	8.5.1	8.5.105 minimum, 8.5.109+ recommended