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Genesys Predictive Engagement Administrator's Guide

Prerequisites for Genesys Engage on-premises Deployments

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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