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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 |