

# Prerequisites for Genesys Engage cloud Deployments

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Genesys Predictive Engagement has specific prerequisites for Genesys Engage cloud deployments.

## Genesys prerequisites

### Important

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

Genesys Engage customers who intend to use Genesys Predictive Engagement should ensure that their Cloud tenant has been updated to the latest 9.0 versions of the following components. For more information, please contact your Genesys Account Manager.

Genesys Component	Version	Notes
Genesys Widgets	9.0	9.0.0.015.11 minimum
Digital Channels	9.0	9.0.000.10 minimum <b>Note:</b> Requires an <b>Advanced Chat</b> license.
Agent Desktop	9.0	
Designer	9.0	