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Prerequisites for Genesys Multicloud CX Deployments

Contents

- [1 Genesys prerequisites](#)

Genesys Predictive Engagement has specific prerequisites for Genesys Multicloud CX 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 Multicloud CX 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 Note: Requires an Advanced Chat license.
Agent Workspace	9.0	
Designer	9.0	