



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.

## Prerequisites for Genesys Engage on-premises Deployments

12/16/2025

---

## Contents

- [1 Genesys prerequisites](#)

---

Genesys Predictive Engagement has specific prerequisites for Genesys Engage on-premises 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 Component	Version	Notes	
Framework	8.5.1	Configuration Server, LCA, Message Server, Solution Control Server	
Widgets	9.0	9.0.0.015.11 minimum	
Pacing Service	9.0	9.0.002.00 minimum	
Stat Server	8.5.1	8.5.104.20 minimum	
Workspace Desktop Edition	8.5.1	8.5.133.02 minimum	
Predictive Engagement Plugin for Workspace Desktop Edition	9.0	9.0.002.05	
Genesys Mobile Services	8.5.1	8.5.2 highly recommended	
Chat	8.5.1	8.5.105 minimum, 8.5.109+ recommended	