



Altocloud

Prerequisites for PureEngage Premises Deployments

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Contents

- [1 Genesys prerequisites](#)

Altocloud has specific prerequisites for PureEngage premises deployments.

Genesys prerequisites

Important

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

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	
Altocloud 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	