

On-Premise Callback compatibility and integration matrix

Written by Dave Ingram | Last published at: February 24, 2023

The On-Premise Callback Compatibility and Integration Matrix details the integrations, components, and versions for the VHT lab and field environments where On-Premise Callback software has been successfully tested.

Use this information to determine whether the On-Premise Callback software will work in your current environment, or to design an environment that can support a Callback software installation.

If you don't find your preferred integration, component, or version, contact your Mindful Account Representative or the Mindful [Product Management](#) team.

TIP

You can use the quick links on the side of the screen to jump to any major section of this article.

Telephony platforms

Click any of the following bars to view more information.

Aspect support

This section lists the supported integration when using Aspect support.

ACD CTI interface	Min version	Max version	Routing interface	TIAL module	Min Callback version	Max Callback version	IVR protocol	IVR interface	Treatment types
Contact Server	6.2.1	6.3.0	Aspect	TIAL Aspect	7.0.8	8.8.3	T1, E1	GC IVR	0,1,2

Avaya support

This section lists the supported integrations when using Avaya support.

Avaya Aura

► Product Name: Avaya Aura (incl. Elite)	Min Version: CM 5.2.1	Max Version: CM 10.1 (TSAPI)
---	------------------------------	-------------------------------------

Min version	Max version	Min AES version	Max AES version	CTI interface	TIAL module	Min Callb ack versi on	Max Callback version	IVR interface	Treatment types
CM 4.0	CM 6.1	4.2	6.1	CVLAN, DLG	TIAL Avaya	6.0+	7.6	<ul style="list-style-type: none">TDMGC IVR	<ul style="list-style-type: none">121120
CM 5.2.1	CM 6.3	5.2.2	6.3	TSAPI	TIAL Avaya TSAPI	7.2+	8.8.3	<ul style="list-style-type: none">AVPAEPVISOutbound IVRSIP	<ul style="list-style-type: none">12111220

Min version	Max version	Min AES version	Max AES version	CTI interface	TIAL module	Min Callback version	Max Callback version	IVR interface	Treatment types
						7.4+		<ul style="list-style-type: none"> • H323 	<ul style="list-style-type: none"> • 11 • 12 • 14 • 20
CM 6.1	CM 6.3	6.1.1	6.3	CVLAN	TIAL Avaya	7.6	8.4.3	<ul style="list-style-type: none"> • AVP • AEP • IVG (2.1.0, 3.0.0) • OCC • VIS 	<ul style="list-style-type: none"> • 1 • 2 • 11 • 20
CM 6.3	CM 7.0	6.3	7.0.1	TSAPI	TIAL Avaya TSAPI TIAL Avaya TSAPI	8.6.0	8.11.3	<ul style="list-style-type: none"> • AVP^[1] • AEP • IVG • OCC • VIS • SIP • H323 	<ul style="list-style-type: none"> • 11 • 12 • 14 • 20
CM 7.1	CM 7.1	7.1	7.1			8.8.0		<ul style="list-style-type: none"> • AEP • IVG • OCC • VIS • SIP • H323 	
CM 8.0	CM 8.0	8.0.0	8.0.1			8.11.3	9.4.0	<ul style="list-style-type: none"> • AEP • VIS • Outbound IVR • IVG • OCC • SIP 	
CM 10.1	CM 10.1	10.01	10.01			9.5.0	Latest 9.x version	<ul style="list-style-type: none"> • AEP • VIS • Outbound IVR • IVG • OCC • SIP 	

^[1] AVP is not supported with Callback version 8.6.0 or later.

Aura Contact Center

► Product Name: Avaya Aura Contact Center	Min Version: CS1K 7.6	Max Version: CS1K 7.6
--	------------------------------	------------------------------

Min version	Max version	CTI interface	TIAL module	Min Callback version	Max Callback version	IVR interface	Treatment types
CS1K ^[1] 7.6	CS1K ^[1] 7.6	AACC 6.4	CCT Connector	8.0.6	Latest 9.x version	<ul style="list-style-type: none"> • AEP • VIS • Outbound IVR 	<ul style="list-style-type: none"> • 20

TIAL Avaya TSAPI Private Data

In TIAL Avaya TSAPI integrations, Private Data is used in CSTA requests and responses to enhance TSAPI capabilities. The following table lists the Private Data versions compatible with Callback.

Private Data Version	Min Callback version	Max Callback version
2 to 8	8.0.0	8.13.0
2 to 13	8.13.0	Latest 9.x version

Cisco support

This section lists the supported integrations when using Cisco UCCE or UCCX.

UCCE

► Product Name: UCCE	Min Version: 4.0	Max Version: 12.5
-----------------------------	-------------------------	--------------------------

Min	Max	Routing interface	AC D	CTI interface	TIAL module	Callback version	IVR protocol	IVR interface	Treatment types
4.0	9.0(3)	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	7.4 - 8.0.7	<ul style="list-style-type: none"> SIP H.323 	CVP, VIS, GC IVR with HMP for Outbound	<ul style="list-style-type: none"> 0 1 14 20
			Avaya	Avaya PG (GED-188)				GC IVR with HMP	
			Avaya	Avaya PG (GED-188)			<ul style="list-style-type: none"> T1 E1 	GC IVR	
			UCM	UCM PG (GED-188)					
9.0	10.5	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	8.0.8 - 8.7.4	SIP	CVP, VIS, GC IVR with HMP for Outbound	<ul style="list-style-type: none"> 0 1 14 20
			Avaya	Avaya PG (GED-188)				GC IVR with HMP	
			Avaya	Avaya PG (GED-188)			<ul style="list-style-type: none"> T1 E1 	GC IVR	
			UCM	UCM PG (GED-188)					
10.5	10.5	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	8.8.0 - 8.11.1	SIP	CVP, VIS, GC IVR with HMP for Outbound	<ul style="list-style-type: none"> 0 1 14 20
			Avaya	Avaya PG (GED-188)				GC IVR with HMP	
			Avaya	Avaya PG (GED-188)			<ul style="list-style-type: none"> T1 E1 	GC IVR	
			UCM	UCM PG (GED-188)					
11.5	11.5	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	8.8.0 - 8.10.1	SIP	CVP, VIS, GC IVR with HMP for Outbound	<ul style="list-style-type: none"> 0 1 14 20
			Avaya	Avaya PG (GED-188)				GC IVR with HMP	
			Avaya	Avaya PG (GED-188)			<ul style="list-style-type: none"> T1 E1 	GC IVR	
			UCM	UCM PG (GED-188)					
11.6	12.0	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	8.10.2 - 9.1.1	SIP	CVP, VIS, GC IVR with HMP for Outbound	<ul style="list-style-type: none"> 0

Min	Max	Routing interface	ACD	CTI interface	TIAL module	Callback version	IVR protocol	IVR interface	Treatment types
								GC IVR with HMP	• 1
			Avaya	Avaya PG (GED-188)			• T1 • E1	GC IVR	20
12.5	12.5	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	9.2.0 and higher	SIP	• CVP, VIS, GC IVR with HMP for Outbound • GC IVR with HMP	• 0 • 1 • 14 • 20
			Avaya	Avaya PG (GED-188)			• T1 • E1	GC IVR	
12.6	12.6	ICM App GW (GED-145)	UCM	UCM PG (GED-188)	TIAL ICM	8.8 (field validated)	SIP	• CVP, VIS, GC IVR with HMP for Outbound • GC IVR with HMP	• 0 • 1 • 14 • 20
			Avaya	Avaya PG (GED-188)			• T1 • E1	GC IVR	

Note

Cisco UCCE 12 currently includes a bug with ACD Queuing, which will bring down the Peripheral Gateway process on the Cisco side when a CSTA_QUEUED event is sent from Avaya (TSAPI/CVLAN).

See bug # CSCvt06136 in the Cisco Bug Search tool (requires a Cisco account) for more information.

UCCX

IMPORTANT

VHT is phasing out support for the UCCX integration beginning Sept. 1, 2021, with all support for the integration ending on Sept. 1, 2022. VHT offers Cisco UCCE/UCCX integration with the Mindful Callback application. If you require UCCX integration after Sept. 1, 2022, we recommend contacting your VHT Account Representative and discussing the Mindful Callback option.

VHT will not provide support for UCCX 12.5.1 integrations.

► Product Name: UCCX	Min Version: 8.0	Max Version: 12.0
-----------------------------	-------------------------	--------------------------

Min	Max	Routing interface	ACD	CTI interface	Min Callback version	Max Callback version	IVR protocol	IVR interface	Treatment types
8.0	9.0 (2)	PTK with Custom Jars	UCM	UCCX Scripts	7.5	8.0.7	SIP	VIS, Built-in UCCX VXML Browser, OCC for Outbound	20
9.0	10.6				8.0.8	8.6.0			
10.6 (1)	11.5				8.6.1	8.12.1			
11.6	12.0				8.12.2	9.1.1			

Note

No TIAL modules are supported for UCCX integrations.

Genesys support

This section lists the supported integrations when using Genesys T-Server for CTI.

Aspect ACD

► ACD: Aspect	Min version: 9.2	Max version: 9.4
----------------------	-------------------------	-------------------------

CTI interface	Routing interface	Callback version	IVR interface	VXML browser	IVR protocol	Treatment types
T-Server for Aspect ACD (Data Interlink 6 or 8)	Aspect	7.4 or later	GC IVR - TDM	N/A	T1, E1	0,2,3,20
	ORS	7.6 or later				
	URS	7.4 or later				

Avaya ACD

► ACD: Avaya	Min version: CM 5.2.1	Max version: CM 8.1
---------------------	------------------------------	----------------------------

CTI interface	Routing interface	Callback version	IVR interface	VXML browser	IVR protocol	Treatment types
T-Server for Avaya (DLG or TSAPI)	Avaya	7.4 or later	VIS with OB IVR	AVP 5.x, AEP 6.x	H323, SIP	1,2,11,12,13,20
				GVP 7.2, 7.4, 7.6	SIP	
			GC IVR - TDM	N/A	T1, E1	0,1,2,5,20
	ORS	7.6.4 or later	VIS with OB IVR	GVP	SIP	1,2,11,12,13,20
			GC IVR - TDM	N/A	T1, E1	0,1,2,5,20
	URS	7.6 or later	VIS with OB IVR	GVP	SIP	1,2,11,12,13,20
7.4 or later		GC IVR - TDM	N/A	T1, E1	0,1,2,5,20	
T-Server for Avaya (TSAPI)	URS	8.0.8 - 8.5.2	VIS with OB IVR	AEP 7.0.1	SIP	11, 20
		8.6.0 or later		AEP 7.0.2		

Nortel ACD

► ACD: Nortel	Min version: 3.0	Max version: 7.5
----------------------	-------------------------	-------------------------

CTI interface	Routing interface	Callback version	IVR interface	VXML browser	IVR protocol	Treatment types
T-Server for Nortel CS 1000 w/ SCCS/MLS	ORS	7.6.4 or later	GC IVR - TDM	N/A	T1, E1	0,1,2,5,20
	Nortel	7.4 or later				
	URS					

Genesys SIP ACD

► ACD: Genesys SIP	Min Version: 8.0	Max Version: 8.1.5
---------------------------	-------------------------	---------------------------

CTI interface	Routing interface	Min Callback version	Max Callback version	IVR interface	Min VXML browser version	Max VXML browser version	IVR protocol	Treatment types
SIP T-Server	URS 7.5,7.6	7.4	Contact VHT for Details	GVP Callflow with OB IVR 4.x	GVP 7.6	8.1.4	SIP	1,2,5,20
			7.6	GVP Callflow with OB IVR	GVP 8.0.3			
	URS 7.5,7.6, 8.0, 8.1	7.6	Contact VHT for Details	GC IVR - HMP	N/A	N/A		1,2,5,14,20
	ORS 8.0	7.6.4						

CTI interface	Routing interface	Min Callback version	Max Callback version	IVR interface	Min VXML browser version	Max VXML browser version	IVR protocol	Treatment types
SIP T-Server	URS 7.6,8.0,8.1	7.6	Contact VHT for Details	VIS with OB IVR	GVP 8.1.4, 8.1.5, 8.5	Contact VHT for Details	SIP	1,2,20
	ORS 8.0	7.6.4						
IVR Server/IVR T-Server	URS 8.1	8.3						

PureConnect

► Product Name: PureConnect

This section lists the supported integrations when using Genesys PureConnect (formerly ININ-CIC).

Version	PureConnect adapter	CTI interface	TIAL module	Min Callback version	Max Callback version	IVR interface	Treatment types
PureConnect v4.0	1.0.2, 1.0.2 HF1	PTK	None	7.6	8.3	PureConnect VXML Browser, VIS, OCC	20
PureConnect 2015 R4 P15 ^[1]	1.0.3			8.4	8.5.2		
PureConnect 2015 R4 P15 ^[1]	1.0.4			8.6.0	8.6.3		
PureConnect 2016 R4 P6				8.6.4	8.7.4		
PureConnect 2017 R1 P1				8.8.0	8.8.6		
PureConnect 2017 R3 P9				8.9.0	8.10.3		
PureConnect 2018 R3 P9				8.10.3	8.11.3		
PureConnect 2019 R1 P6	8.11.2			8.13.1			
PureConnect 2020 R1 P5	1.0.4	PTK	None	8.13.3	Latest 9.x version	PureConnect VXML Browser, VIS, OCC	20

^[1]Please reference this [Service Bulletin](#) for more information on the required PureConnect (formerly ININ-CIC) patch release.

[return to top](#)

VHT voice experience

Click the following bars for more information.

IVR support

This section lists the IVRs supported by VHT.

GVP

Min GVP version	Max GVP version	Min GVP callflow version	Max GVP callflow version	Min Callback version	Max Callback version	OB interface
7.5	7.6	2.1.10	3.0.1	6.6	6.7.1	OBN, TMakePredictiveCall
		3.0.7	3.2.0	6.7.2	6.7.2	
		3.2.0	4.1.0	6.8	6.8	
		4.0.0	4.2.0	7.1	7.1	
7.6	7.6			7.2	7.6	

Min GVP version	Max GVP version	Min GVP callflow version	Max GVP callflow version	Min Callback version	Max Callback version	OB interface
8.1.3	8.5			6.8	8.9	SSG, TMakePredictiveCall
8.5	9.0	4.2.0	4.2.0	8.10	Latest 9.x version	SSG, TMakePredictiveCall

CVP

Min version	Max version	Min Cisco callflow version	Max Cisco callflow version	Min Callback version	Max Callback version	OB interface
3.0	7.0	2.0	3.0.1	6.8	7.0	GC IVR with Dialogic
		3.0		7.1	7.6	HMP

GlobalCall IVR

Min version	Max version	Min DCM version	Max DCM version	Min Callback version	Max Callback version	OB interface
8.0.0	Current release	DCU 6 SU 241	DCU 6 SU 271	8.0	Latest 9.x version	GC IVR with Dialogic Boards or HMP ^[1]

^[1]Refer to [Dialogic Boards Supported](#) for more information about supported Dialogic components.

IVG

IVG version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
3.0.0 (Avaya)	6.0.0	6.0.0	8.6.3	8.6.4	Session Creation Event I/O Processor
3.1.0 (Avaya)	6.1.0	6.1.0	8.7.0	8.7.4	
3.2.0 (Avaya, Cisco UCCE)	6.2.0	6.3.0	8.8.0	8.8.6	
3.3.0 (Avaya, Cisco UCCE, Genesys)	6.4.0	6.4.0	8.9.0	8.9.0	
3.4.0 (Avaya, Cisco UCCE, Genesys)	6.5.0	6.5.0	8.9.1	8.10.1	

IVG version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
3.5.0 (Avaya, Cisco UCCE, Genesys)	6.6.0	6.6.1	8.10.1	8.10.3	
3.6.0 (Avaya, Cisco UCCE, Genesys)	6.6.1	6.7.0	8.10.2	8.11.0	
3.7.0 (Avaya, Cisco UCCE, Genesys)	6.7.0	6.7.0	8.10.4	8.11.0	
3.8.0 (Avaya, Cisco UCCE, Genesys)	6.7.0	6.7.0	8.11.1	8.11.1	
3.9.0 (Avaya, Cisco UCCE, Genesys)	6.7.0	6.7.0	8.11.1	8.11.3	
3.10.0 (Avaya, Cisco UCCE, Genesys)	6.8.0	6.8.0	8.12.0	8.12.1	
3.11.0 (Avaya, Cisco UCCE, Genesys)	6.9.0	6.9.0	8.13.0	8.13.0	
3.12.0 (Avaya, Cisco UCCE, Genesys)	7.0.0	7.0.0	8.13.0	8.13.2	
4.0.0 (Avaya, Cisco UCCE, Genesys)	7.1.0	7.2.0	9.0.0	9.0.0	
4.1.0 (Avaya, Cisco UCCE, Genesys)	7.3.0	7.3.0	9.0.0	9.1.0	
4.1.1 (Avaya, Cisco UCCE, Genesys) ^[1]	7.4.0	7.4.0	9.1.0	9.1.0	
5.0 to 5.1 (Avaya, Cisco UCCE, Genesys)	7.6.0	7.8.0	9.1.1	9.2.2	
5.2 (Avaya, Cisco UCCE, Genesys)	7.9.0	7.9.0	9.2.3	Latest 9.x version	

[1] VHT recommends upgrading to IVG version 4.1.1 if using Agent Priority with an Avaya Return to Destination. Learn more in the [IVG 4.1 release notes](#).

VoiceXML Interaction Server (VIS) support

The following tables list the supported integrations when using the VXML Interaction Server (VIS).

IVR/VXML Browser

AEP

► **IVR/VXML Browser: AEP**

Min AEP version	Max AEP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
6.0	6.3	4.1.1	4.1.1	7.6.1	7.6.1	AEP OBIntf WS

Min AEP version	Max AEP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
		4.1.2	4.2.0	7.6.2	7.6.4	
		4.2.1	4.2.2	7.6.5	7.6.5	
		4.2.2	4.3.0	7.6.6	7.6.7	
		4.3.1	4.3.1	7.6.8	7.6.9	
		4.3.2	5.0.0	7.6.10	7.6.10	
		5.0.1	5.0.1	7.6.11	7.6.13	
	6.0.2	5.0.2	5.0.6	7.6.14	8.0.6	
7.0.1	7.0.1	5.4.0	6.0.0	8.0.8	8.6.3	
7.0.2	7.0.2	5.11.0	6.2.0	8.6.0	8.8.2	
7.1.0	7.1.0	6.2.1	6.3.0	8.8.3	8.8.6	
		6.4.0 ^[1]	6.6.1	8.9.0	8.9.3	
7.2.0	7.2.2	6.6.0	7.9.0	8.10.1	9.2.3	
8.0	8.0	7.9.0	Latest 7.x version	9.3.0	Latest 9.x version	

^[1]Avaya integrations using VIS must use Callback version 8.9.0 or later and VIS 6.4.0 or later.

See the [Avaya AVP/AEP compatibility guide](#) for more details on feature compatibility.

IVG

► IVR/VXML Browser: IVG

Min IVG version	Min Callb ack version	Max Callback version	Min VIS version	Max VIS version	HVP Patch file	OB interface
1.0.0	8.0.6	8.0.6	5.0.6	5.1.0	NA	ILS
1.1.0			5.2.0	5.3.0		
2.0.0	8.0.8	8.0.8	5.4.0	5.7.0		
2.1.0 (Avaya)	8.4.0	8.5.2	5.8.0	5.10.0		
2.1.0 (Genesys)	8.4.0	8.8.6	5.8.0	6.3.0		
3.0.0 (Avaya)	8.6.3	8.6.4	6.0.0	6.0.0	6.3.4	Session Creation Event I/O Processor
3.1.0 (Avaya)	8.7.0	8.7.4	6.1.0	6.1.0		
3.2.0 (Avaya, Cisco UCCE)	8.8.0	8.8.3	6.2.0	6.3.0	6.3.7	
3.3.0 (Avaya, Cisco UCCE, Genesys)	8.9.0	8.9.0	6.4.0	6.4.0	6.3.14	
3.4.0 (Avaya, Cisco UCCE, Genesys)	8.9.1	8.10.1	6.5.0	6.5.0		

Min IVG version	Min Callback version	Max Callback version	Min VIS version	Max VIS version	HVP Patch file	OB interface
3.5.0 (Avaya, Cisco UCCE, Genesys)	8.10.1	8.10.2	6.6.0	6.6.1	6.3.16	
3.6.0 (Avaya, Cisco UCCE, Genesys)	8.10.2	8.11.0	6.6.1	6.7.0	6.3.19	
3.7.0 (Avaya, Cisco UCCE, Genesys)	8.10.4	8.11.1	6.7.0	6.7.0		
3.8.0 (Avaya, Cisco UCCE, Genesys)	8.11.1	8.11.1	6.7.0	6.7.0	6.3.22	
3.9.0 (Avaya, Cisco UCCE, Genesys)	8.11.1	8.11.3	6.7.0	6.7.0	6.3.22	
					6.3.25 ^[1]	
3.10.0 (Avaya, Cisco UCCE, Genesys)	8.12.0	8.12.2	6.8.0	6.8.0	6.3.27	
3.11.0 (Avaya, Cisco UCCE, Genesys)	8.13.0	8.13.0	6.9.0	6.9.0	6.3.28	
3.12.0 (Avaya, Cisco UCCE, Genesys)	8.13.0	8.13.1	7.0.0	7.0.0	6.3.28	
4.0.0 (Avaya, Cisco UCCE, Geyesys)	9.0.0	9.0.0	7.1.0	7.1.0	7.1.2	
4.1.0 (Avaya, Cisco UCCE, Genesys)	9.0.0	9.1.0	7.3.0	7.3.0	7.1.2	
4.1.1 (Avaya, Cisco UCCE, Genesys) ^[2]	9.1.0	9.1.0	7.4.0	7.4.0	7.1.2	
5.0 to 5.1 (Avaya, Cisco UCCE, Genesys)	9.1.1	9.2.2	7.6.0	7.7.0	7.2.12	
5.2 (Avaya, Cisco UCCE, Genesys)	9.2.3	Latest 9.x version	7.8.0	7.9.0	7.2.17	

^[1]VHT recommends upgrading the voice platform patch to 6.3.25. See the [HVP patch release notice](#) for details.

^[2] VHT recommends upgrading to IVG version 4.1.1 if using Agent Priority with an Avaya Return to Destination. Learn more in the [IVG 4.1 release notes](#).

AVP

► **IVR/VXML Browser: AVP**

Min AVP version	Max AVP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
5.1	5.1	4.0.1	5.11.0 ^[1]	7.5.1	8.6.0 ^[2]	AEP OBIntf WS

[1]AVP is not supported with VIS 5.11.0 or later.

[2]AVP is not supported with Callback version 8.6.0 or later.

See the [Avaya AVP/AEP compatibility guide](#) for more details on feature compatibility.

CVP

► IVR/VXML Browser: CVP

Min CVP version	Max CVP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
7.0.0	8.5.0	2.0.0	2.0.8	7.4	7.4.10	GC IVR with Dialogic HMP
		4.0.1	4.1.0	7.5.1	7.5.5	
8.0.1	9.0.1	4.1.1	4.1.1	7.6.1	7.6.1	
		4.1.2	4.2.0	7.6.2	7.6.4	
		4.2.1	4.2.1	7.6.5	7.6.5	
		4.2.2	4.3.0	7.6.6	7.6.7	
		4.3.1	4.3.1	7.6.8	7.6.9	
		4.3.2	5.0.0	7.6.10	7.6.10	
		5.0.1	5.0.1	7.6.11	7.6.13	
		5.0.2	5.0.3	7.6.14	8.0.6	
5.0.4	7.9.0	7.6.16	Latest 9.x version			

See the [Cisco CVP compatibility guide](#) for more details on feature compatibility.

GVP

► IVR/VXML Browser: GVP

Min GVP version	Max GVP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
8.1.4	8.1.5	2.0.3	2.0.8	7.4.3	7.4.10	SSG, TMakePredictiveCall
		4.0.1	4.1.0	7.5.1	7.5.5	
		4.1.1	4.1.1	7.6.1	7.6.1	
		4.1.2	4.2.0	7.6.2	7.6.4	
		4.2.1	4.2.1	7.6.5	7.6.5	
		4.2.2	4.3.0	7.6.6	7.6.7	
		4.3.1	4.3.1	7.6.8	7.6.9	
		4.3.2	5.0.0	7.6.10	7.6.10	

Min GVP version	Max GVP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
		5.0.1	5.0.1	7.6.11	7.6.13	
		5.0.2	5.0.6	7.6.14	8.0.6	
8.1.5	8.5.0	5.0.6	5.10.0	7.6.26	8.5.2	
		5.0.6	6.8.0	7.6.26	8.12.1	
9.0	9.0	6.8	7.9.0	8.12.0	Latest 9.x version	

See the [Genesys Voice Portal \(GVP\) compatibility guide](#) for more details on compatible dialing modes, system limitations, and feature compatibility.

GVP - CTI Through IVR Server

► **IVR/VXML Browser:** GVP - CTI Through IVR Server

Min GVP version	Max GVP version	Min VIS version	Max VIS version	Min Callback version	Max Callback version	OB interface
8.1.5	9.0.0	5.6.0	7.9.0	8.3.0	Latest 9.x version	SSG

See the [Genesys Voice Portal \(GVP\) compatibility guide](#) for more details on compatible dialing modes, system limitations, and feature compatibility.

VIS supported languages

VIS includes the following languages:

Included languages	Min VIS version	Max VIS version
Canadian French	5.0.1	7.9.0
English		
North American Spanish		

VIS supports the following optional languages:

Optional languages	Min VIS version	Max VIS version
Dutch	5.0.2 HF1	7.9.0
Mandarin Chinese	5.0.4	
Arabic	5.9.0	
German	5.10.0	
Turkish	5.11.0	
Italian	6.1.0	
Korean	6.2.1	
Norwegian		
Danish	6.3.0	
European Portuguese		

Optional languages	Min VIS version	Max VIS version
Hebrew	6.4.0	
Swedish		
Japanese		
Polish		
Russian		
Finnish	6.5.0	
Greek	6.6.0	

[return to top](#)

IVG support

This section lists the supported integrations when using Interactive Voice Gateway (IVG).

Click the bars to view more information.

Avaya

Avaya TSAPI

Min IVG version	Max IVG version	Communications Manager	Session Manager	System Manager	Application Enablement Services
3.0.0	3.10.0	6.3 or 7.0	6.x or 7.x	6.x or 7.x	6.x or 7.x
3.11.0	5.0	8.0 or 8.0.1	8.0 or 8.0.1	8.0 or 8.0.1	8.0 or 8.0.1

Avaya CVLAN

Avaya CVLAN

Min IVG version	Max IVG version	Communications Manager	Session Manager	System Manager	Application Enablement Services
3.1.0	3.9.0	6.3	6.3	6.3	6.3
3.9.0	5.0	8.1	8.1	8.1	8.1

Cisco

Cisco UCCE

Min IVG version	Max IVG version	Cisco UCCE version	Unified Communications Manager	Cisco Voice Platform	Intelligent Contact Management
3.2.0	5.0	10.5	10.5.1	10.5.1	10.5.1
		11.5	11.5.1	11.5.1	11.5.1

Min IVG version	Max IVG version	Cisco UCCE version	Unified Communications Manager	Cisco Voice Platform	Intelligent Contact Management
		12.0	12.0	12.0	12.0

Genesys

Min IVG version	Max IVG version	Management Framework	IP TServers (SIP Server)	Universal Routing Server (URS)
3.3.0	3.10.0	8.1	8.1	8.1
3.11.0	5.0	9.0	9.0	9.0

Lightweight Directory Access Protocol (LDAP)

IVG is only validated with OpenLDAP software (<http://www.openldap.org>) for installing IVG on a system with LDAP users and groups.

Min IVG version	Max IVG version	OpenLDAP version
3.12.0	5.0	2.4.44-21

[return to top](#)

Application support

This section lists the compatibility of On-Premise Callback software with other *VHT* applications.

Click any of the following bars for more information.

Agent Priority

This section lists the compatibility of Agent Priority with On-Premise Callback application and VIS.

Voice platform	Min On-Premise Callback version	Max On-Premise Callback version	Min IVG version	Max IVG version	Min VIS version	Max VIS version
IVG (Avaya)	8.7.0	Latest 9.x version	3.1.0	4.1.1 ^[1]	6.1.0	Latest 7.x version
IVG (Genesys)	8.9.1		3.4.0		6.5.0	
IVG (Cisco UCCE)	8.10.1		3.5.0		6.6.0	

^[1] VHT recommends upgrading to IVG version 4.1.1 if using Agent Priority with an Avaya Return to Destination. Learn more in the [IVG 4.1 release notes](#).

OCC support

This section lists the supported integrations when using Outbound Contact Client (OCC).

OCC version	Min On-Premise Callback version	Max On-Premise Callback version	Min VIS version	Max VIS version	Supported platforms
1.4.0	8.0.6	8.1	5.0.6	5.0.6	PureConnect (4.0), IVG
1.5.0					PureConnect (4.0), IVG

OCC version	Min On-Premise Callback version	Max On-Premise Callback version	Min VIS version	Max VIS version	Supported platforms
1.6.0 ^[1]	8.0.6	8.4.0	5.1.0	5.8.0	PureConnect (4.0), IVG
	8.4	8.5.1			PureConnect (R4 P15), IVG
8.6.0 ^[2]	8.6.0	8.6.3	5.11.0	6.0.0	IVG 2.1.0 (GENSPEC), PureConnect
8.6.0	8.6.3	8.6.4	6.0.0	6.1.0	IVG 3.0.0 (Avaya), IVG 2.1.0 (GENSPEC), PureConnect
8.6.0	8.7.0	8.7.4	6.1.0	6.1.0	IVG 3.1.0 (Avaya), IVG 2.1.0 (GENSPEC), PureConnect
8.6.0	8.8.0	8.8.6	6.2.1	6.3.0	IVG 3.2.0 (Avaya, Cisco UCCE), IVG 2.1.0 (GENSPEC), PureConnect
8.6.0	8.9.0	8.9.0	6.4.0	6.4.0	IVG 3.3.0 (Avaya, Cisco UCCE, Genesys), IVG 3.4.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.9.1	8.10.0	6.5.0	6.5.0	IVG 3.4.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.10.1	8.10.3	6.6.0	6.7.0	IVG 3.5.0 (Avaya, Cisco UCCE, Genesys), PureConnect; IVG 3.6.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.10.4	8.10.4	6.7.0	6.7.0	IVG 3.7.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.11.0	8.11.1	6.7.0	6.7.0	IVG 3.6.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.11.1	8.11.3	6.7.0	6.7.0	IVG 3.8.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.11.3	8.11.3	6.7.0	6.7.0	IVG 3.9.0 (Avaya, Cisco UCCE, Genesys), PureConnect
8.6.0	8.12.0	8.12.2	6.8.0	6.8.0	IVG 3.10.0 (Avaya, Cisco UCCE, Genesys), UCCX, PureConnect
8.6.0	8.13.0	Latest 9.x version	6.9.0	Latest 7.x version	IVG 3.11.0 - Latest 5.x (Avaya, Cisco UCCE, Genesys), UCCX, PureConnect

^[1]OCC Version 1.6.0 supports PureConnect (4.0) and PureConnect 2015 (R4 P15). The versions of On-Premise Callback software required to support each are listed in the OCC Support table.

^[2]OCC Version 8.6.0 or later is installed as a part of On-Premise Callback software in version 8.6.x or later.

Outreach

This section lists the compatibility of Outreach with supported platforms, On-Premise Callback application, and VIS.

Supported platforms	Min On-Premise Callback version	Max On-Premise Callback version	Min VIS version	Max VIS version
IVG (Avaya), IVG (Cisco UCCE)	8.8.0 ^[1]	Latest 9.x version	6.2.0	Latest 7.x version
AEP, CVP, GVP, IVG (Avaya), IVG (Cisco UCCE)	8.8.2		6.2.1	
AEP, CVP, GVP, IVG (Avaya), IVG (Cisco UCCE), IVG (Genesys)	8.9.0		6.4.0	

^[1]Outreach replaced Rapport in On-Premise Callback version 8.8.0. On-Premise Callback versions prior to 8.8.0 use Rapport with GlobalCall IVR. See the [Rapport EOL announcement](#) for additional information.

Second Chance Callback

This section lists the compatibility of Second Chance Callback with On-Premise Callback application and VIS.

Voice platform	Min On-Premise Callback version	Max On-Premise Callback version	Min IVG version	Max IVG version	Min VIS version	Max VIS version
IVG (Genesys)	8.11.0	Latest 9.x version	3.6.0	4.1.0	6.7.0	Latest 7.x version
GVP						

VoiceXML prompt recorder

This section lists the compatibility of Prompt Recorder, On-Premise Callback application, and VIS.

Prompt Recorder version	Min On-Premise Callback version	Max On-Premise Callback version	Min VIS version	Max VIS version	Supported platforms
3.0.0	8.8.2	8.8.3	6.2.1	6.2.1	AEP, CVP, GVP, IVG (Avaya), IVG (Cisco UCCE)
3.1.0	8.8.4	8.8.6	6.3.0	6.3.0	
3.2.0	8.9.0	8.9.0	6.4.0	6.4.0	AEP, CVP, GVP, IVG (Avaya), IVG (Cisco UCCE), IVG (Genesys)
3.3.0	8.9.1	8.10.0	6.5.0	6.5.0	
3.4.0	8.10.1	Latest 9.x version	6.6.0	Latest 7.x version	

TSAPI Client

The On-Premise Callback installer deploys the TSAPI Client installer and associated files. The TSAPI Client must then be installed and configured manually.

TSAPI Client version	Min On-Premise Callback version
8.1	8.13.0

[return to top](#)

Operating systems

This section lists the operating system support for On-Premise Callback, VIS, and IVG.

Click any of the following bars for more information.

Callback applications

Version	Operating system	App server	Framework	Database support	Browser support (Web or VXML)
---------	------------------	------------	-----------	------------------	-------------------------------

Version	Operating system	App server	Framework	Database support	Browser support (Web or VXML)	
8.0.0 - 8.1.0	Windows Server 2008	IIS 7	<ul style="list-style-type: none"> .NET Framework 4.5.1 	<ul style="list-style-type: none"> MS SQL Server 2008 64-bit (Enterprise and Standard edition) MS SQL 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition) 	IE 9,10,11,	
8.2.0 - 8.6.0	Windows Server 2012 64-bit	IIS 8	<ul style="list-style-type: none"> .NET Framework 4.5.1 .NET Framework 4.5.2 	<ul style="list-style-type: none"> MS SQL Server 2008 64-bit (Enterprise and Standard) MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise edition) 	Chrome 33 Firefox 26	
8.6.1 - 8.7.4	Windows Server 2012 R2 64-bit	IIS 8.5	<ul style="list-style-type: none"> .NET Framework 4.6.1 			
8.8.0 - 8.8.2	Windows Server 2012 64-bit	IIS 8	<ul style="list-style-type: none"> .NET Framework 4.6.1 .NET Framework 4.6.2 .NET Framework 4.7.0 	<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise edition) 	IE 11 Chrome 55 Firefox 50 Safari 10 Edge 38	
	Windows Server 2012 R2 64-bit	IIS 8.5				
8.8.3 - 8.9.3	Windows Server 2012 64-bit	IIS 8				<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition)
	Windows Server 2012 R2 64-bit	IIS 8.5				
8.10.0 - 8.10.1	Windows Server 2012 64-bit	IIS 8				<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition)
	Windows Server 2012 R2 64-bit	IIS 8.5				
	Windows Server 2016, 64-bit	IIS 10	.NET Framework 4.7.0	MS SQL Server 2016 (Enterprise and Standard edition)		
8.10.2 - 8.11.1	Windows Server 2012 64-bit	IIS 8	<ul style="list-style-type: none"> .NET Framework 4.7.0 .NET Framework 4.7.1 .NET Framework 4.7.2 	<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition) 		
	Windows Server 2012 R2 64-bit	IIS 8.5				
	Windows Server 2016, 64-bit	IIS 8 10		<ul style="list-style-type: none"> MS SQL Server 2016 64-bit (Enterprise and Standard edition) Enterprise and Standard edition, not supported in Callback version 8.10.3^[1] Callback 8.10.4: MS SQL Server 2017 64-bit (Enterprise and Standard Edition) 		
8.11.2 to 8.12.0	Windows Server 2012 64-bit	IIS 8	<ul style="list-style-type: none"> .NET Framework 4.7.0 .NET Framework 4.7.1 .NET Framework 4.7.2 	<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition) 		
	Windows Server 2012 R2 64-bit	IIS 8.5				

Version	Operating system	App server	Framework	Database support	Browser support (Web or VXML)
Latest 8.12.x version	Windows Server 2016, 64-bit	IIS 10		MS SQL Server 2016 64-bit (Enterprise and Standard edition) Callback 8.12.0 is validated with SP2, CU8.	
	Windows Server 2019, 64-bit	IIS 10	.NET Framework 4.7.2	MS SQL Server 2017 64-bit (Enterprise and Standard edition)	
	Windows Server 2012 64-bit	IIS 8	<ul style="list-style-type: none"> .NET Framework 4.7.0 .NET Framework 4.7.1 .NET Framework 4.7.2 .NET Framework 4.8.0 	<ul style="list-style-type: none"> MS SQL Server 2012 64-bit (Enterprise and Standard edition) MS SQL 2014 64-bit (Enterprise and Standard edition) 	
	Windows Server 2012 R2 64-bit	IIS 8.5			
	Windows Server 2016, 64-bit	IIS 10	<ul style="list-style-type: none"> MS SQL Server 2016 64-bit (Enterprise and Standard edition. Including SP2, CU8.) MS SQL Server 2016 SP2 64-bit (Enterprise and Standard edition. Including SP2, CU8.) 		
Windows Server 2019, 64-bit	IIS 10	<ul style="list-style-type: none"> .NET Framework 4.7.2 .NET Framework 4.8.0 	MS SQL Server 2017 64-bit (Enterprise and Standard edition)		
9.0 to 9.1	Windows Server 2019, 64-bit	IIS 10	<ul style="list-style-type: none"> .NET Framework 4.7.2 .NET Framework 4.8.0 	<ul style="list-style-type: none"> MS SQL Server 2016 64-bit (Enterprise and Standard edition) MS SQL Server 2017 64-bit (Enterprise and Standard edition) MS SQL Server 2019 64-bit (Enterprise and Standard edition) 	Google Chrome 94 Mozilla Firefox 92 Safari 15 Microsoft Edge 94
9.2				<ul style="list-style-type: none"> MS SQL Server 2017 64-bit (Enterprise and Standard edition) MS SQL Server 2019 64-bit (Enterprise and Standard edition) 	

[1]Please reference this [Service Bulletin](#) for more information on SQL Server 2016 issues.

VoiceXML Interaction Server (VIS)

V	Operat	APP	Java version	Media	Browser support (Web or VXML)
er	ing	serve		server	
si	system	r			
o					
n					

V e r s i o n	Operat ing syste m	APP serve r	Java version	Media server	Browser support (Web or VXML)
5.0-5.12	Windows Server 2003 64-bit	WebLogic 10.3.6	<p>In accordance with the Oracle OpenJDK8 end of public updates process, the use of Java-8 requires a Java SE Subscription. When a subscription is already in place, download Oracle JDK from the Oracle Technology Network (OTN).</p> <p>Alternately, the latest updates of Java are available at no cost from Oracle under an open source license from the archived "OpenJDK General-Availability Releases" site under public license at jdk.java.net.</p> <p>Identify compatible versions of Tomcat and Java using the Tomcat version mapping.</p>	Tomcat, Apache HTTP Server 2.x, IIS 7 or 8	GVP 8.1.4, 8.1.5, 8.5, AVP, AEP, CVP 8.x, 9.x, IVG 2.x, PureConnect 4, UCCX 8.x, 9.x.
5.0-5.12	Windows Server 2003 64-bit	JBoss EAP 6.0		Tomcat, Apache HTTP Server 2.x, IIS 7 or 8	GVP 8.1.4, 8.1.5, 8.5, AVP, AEP, CVP 8.x, 9.x, IVG 2.x, PureConnect 4, UCCX 8.x, 9.x.
5.0-5.12	Windows Server 2008 64-bit	Tomcat 6, 7 or 8 64-bit		Tomcat, Apache HTTP Server 2.x, IIS 7 or 8	GVP 8.1.4, 8.1.5, 8.5, AVP, AEP, CVP 8.x, 9.x, IVG 2.x, PureConnect 4, UCCX 8.x, 9.x.
6.0-6.80	Windows Server 2016, 64-bit	Tomcat 6, 7, 8 or 9 64-bit		Tomcat, Apache HTTP Server 2.x, IIS 10	GVP 8.1.4, 8.1.5, 8.5, AVP, AEP, CVP 8.x, 9.x, IVG 2.1 and IVG 3.0, PureConnect 4, UCCX (8.x, 9.x, and 11.5).
6.0-7.50	Windows Server 2016, 64-bit	Tomcat 7, 8.5 or 9 64-bit		Tomcat, Apache HTTP Server 2.x, IIS 10	GVP 8.1.4, 8.1.5, 8.5, 9.0 AVP, AEP, CVP 8.x, 9.x, IVG 3.0 to 4.x, PureConnect 4, UCCX 8.x, 9.x.
6.0-7.90	Windows Server 2016, 64-bit	Tomcat 9 64-bit		Tomcat, Apache HTTP Server 2.x, IIS 10	GVP 8.1.4, 8.1.5, 8.5, 9.0 AVP, AEP, CVP 8.x, 9.x, IVG 5.x, PureConnect 4, UCCX 8.x, 9.x.

Interactive Voice Gateway (IVG)

Version	Operating system ^[1]	App server	Java version	Media server	Database support	Browser support (Web or VXML)
3.0.0-3.2.0	CentOS 6.8 RHEL 6.8	Tomcat 7.0.70	Java 6	Apache HTTP Server 2.4.10 (installed by IVG)	PostgreSQL 9. 5.3	IE11 Chrome 55 Firefox 50 Safari 10 Edge 38
3.3.0 - 3.4.0	CentOS 6.8 RHEL 6.8	Tomcat 7.0.70	Java 6			
	CentOS 7.3 RHEL 7.3	Tomcat 8.5.13	Java 7			
3.5.0	<ul style="list-style-type: none"> CentOS 6.8 CentOS 7.3 RHEL 6.8 RHEL 7.3 	Tomcat 9.0.4	Java 8		PostgreSQL 9. 6.6.1	
3.6.0	<ul style="list-style-type: none"> CentOS 6.9 CentOS 7.4 RHEL 6.9 RHEL 7.4 					
3.7.0	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.5 RHEL 6.10 RHEL 7.5 					
3.8.0	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.6 RHEL 6.10 RHEL 7.6 					
3.9.0	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.6 RHEL 6.10 RHEL 7.6 					
3.10.0	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.6 RHEL 6.10 RHEL 7.6 	Tomcat 9.0.4	Java 8	Apache HTTP Server 2.4.39 (Installed by IVG)	PostgreSQL 9. 6.6.1	
3.11.0 to 4.0.0	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.7 RHEL 6.10 RHEL 7.7 	Tomcat 9.0.4	Java 8	Apache HTTP Server 2.4.39 (Installed by IVG)	PostgreSQL 9.6.6.1	Chrome 55 Firefox 50 Safari 10 Edge 38
4.1.0 - 4.1.1	<ul style="list-style-type: none"> CentOS 6.10 CentOS 7.7 CentOS 7.8 RHEL 6.10 RHEL 7.7 RHEL 7.8 	Tomcat 9.0.33	Java 8	Apache HTTP Server 2.4.39 (Installed by IVG)	PostgreSQL 9.6.17	Chrome 55 Firefox 50 Safari 10 Edge 38
5.0 to 5.1	<ul style="list-style-type: none"> RHEL/CentOS 7.9 	Tomcat 9.0.43	Java 8	Apache HTTP Server 2.4.39 (Installed by IVG)	PostgreSQL 10	Chrome94 Firefox92 Safari 15 Edge 94
5.2	<ul style="list-style-type: none"> RHEL/CentOS 7.9 RHEL 8.4 	Tomcat 9.0.55	Java 8	Apache HTTP Server 2.4.39 (Installed by IVG)	PostgreSQL 12.8	Chrome94 Firefox92 Safari 15 Edge 94

^[1] Package updates can be applied for minor release upgrades per the [Red Hat Enterprise Linux Application Compatibility Policy](#).

VHT engineers recommend applying the OS patch update in a lab environment and verifying functionality with regression testing prior to deploying in a production environment.

NOTE

An OS upgrade to CentOS/RHEL 7.9 can only be performed if IVG is already installed on CentOS/RHEL 7.8. Upgrading from version 7.7 or lower to version 7.9 is not supported.

[return to top](#)

Dialogic

Dialogic boards

The following Dialogic media boards have been verified to work with VHT:

- D240JCTT1W (Up to 24 T-1 ports) ·
- D480JCT2T1W (Up to 48 T-1 ports) ·
- DMV480A2T1PCIW (Up to 48 T-1 ports) ·
- D240JCTT1EW^[1] (Up to 24 T-1 ports) ·
- D480JCT2T1EW^[1] (Up to 48 T-1 ports) ·
- D300JCTE1^[2] (Up to 30 ports using E1 CAS signaling)
- D600JCT2E1^[2] (Up to 60 ports using E1 CAS signaling)
- DNI1200TEPHMP (Up to 96 T-1 ports)
- DNI/1210TEPEHMP ·
- DNI/2410TEPEHMP

^[1]PCI-E board

^[2]Verified in the field by VHT clients and partners.

Dialogic media processors, HMP licenses, and codecs

Dialogic media processors for IP environments

Minimum supported version: HMP 3.0 SU 347.

Maximum supported version: HMP 3.0 SU 375.

The following HMP Service Updates are not supported:

- 354
- 357
- 361 and later

HMP licenses

The following licenses are required (one of each) for each VHT license in environments where VH GC IVR with HMP is used.

- DMIPS10I30W HMP V3.0 IP CALL CONTROL
- DMIPS10R30W HMP V3.0 RTP G.711
- DMIPS10V30W HMP V3.0 VOICE

CODECs for IP environments

VHT is verified to work with the following CODECs in Dialogic IP environments:

CODEC	Dialogic HMP Software 3.0	VHT Global Call IVR
H.263-1998 (H.263+) native hair pinning	Verified	G.711 A-law; G.711 mu-law; G.729a+b; T.38

[return to top](#)

End of life products

This list contains VHT products, components, or integrations that were used with On-Premise Callback (formerly called VHT Callback or Virtual Hold). These products or components are no longer used and many are no longer supported.

Click the bar to expand our list of EOL products.

List of EOL products

Listed from oldest EOL announcement to newest EOL announcement.

Product or component name	Max version shipped	EOL date announced	End of maintenance	End of support
WebConnect	7.6	June 10, 2013	December 10, 2014	June 10, 2015
Cold Standby High Availability Deployment	8.x	July 10, 2013	January 10, 2014	July 10, 2014
Callback Handler	7.4	October 22, 2014	October 22, 2014	October 22, 2014
Rapport	8.7.4	February 15, 2017	August 15, 2017	November 15, 2017
IVG 2.x	2.1.0	August 16, 2017	December 22, 2017	December 22, 2017
Callback 7.x	7.6	February 20, 2018	August 1, 2018	August 1, 2019
Notification Sutie	9.0	April 7, 2020	April 7, 2020	April 7, 2021
Platform Toolkit (PTK) versions 1-4	5	June 26, 2020	December 26, 2020	June 26, 2021
Queue Monitor	N/A	July 29, 2020	January 29, 2021	July 29, 2021
Smart Rules beta	9.0	August 4, 2020	August 4, 2020	August 4, 2020
Cisco UCCX integration	N/A	September 1, 2021	September 1, 2022	September 1, 2022

[return to top](#)

Vendor certifications

Vendor certifications - Avaya/Cisco

Vendor	Certification date	Vendor versions	Callback versions
Avaya	October 2016	CM 7.0, AES 7.0.1, Session Manager 7.0.1, System Manager 7.0.1, AEP 7.0.2, AMS 7.7.0	On-Premise Callback 8.6.0 with Genesys T-Server (IVG, VIS)
			On-Premise Callback 8.6.0 with Native TSAPI (IVG, VIS)
	August 2017	CM 7.1, AES 7.1, Session Manager 7.1	On-Premise Callback 8.8 with Native TSAPI (IVG 3.2, VIS 6.2)
			On-Premise Callback 8.8 with Genesys T-Server (IVG 3.2, VIS 6.2)
	August 2019	CM 8.1.0, AES 8.1.0, AEP 7.2.2, Session Manager 8.1.0	<ul style="list-style-type: none"> On-Premise Callback 8.11.3 with TSAPI and CVLAN (IVG 3.9.0, VIS 6.7.0) TSAPI Client 8.0
			On-Premise Callback 8.11.3 with Genesys T-Server (IVG 3.9.0, VIS 6.7.0)

Vendor	Certification date	Vendor versions	Callback versions
	October 2023	AES 10.1 <ul style="list-style-type: none">• View letter of compliance• View application notes	<ul style="list-style-type: none">• On-Premise Callback 9.5 (IVG 5.3, VIS 7.10)• TSAPI Client 9.5
Cisco	July 2010	UCCE 8.0	On-Premise Callback 7.4
	May 2015	UCCE 10.5.1	On-Premise Callback 8.0.8

[return to top](#)
