Genesys Engage™ On-Premises Versions Deprecation

<u>Note:</u> This is not a general product retirement announcement. This focuses specifically on the deprecation of older versions of our supported products.

April 16, 2024

Overview

As of April 22, 2024, Genesys announces deprecation for several older versions of Engage on-premises products. To ensure the delivery of up-to-date technology, Genesys reserves the right to periodically phase out older versions of Engage products and encourage customers to upgrade/migrate to better functionality and the latest versions.

EOL Life Cycle Dates

EOL milestone dates	All products	Web Services and Applications v8.5 (GWS)
End of Life Announcement Date	April 22, 2024	April 22, 2024
Last Order Date	April 22, 2024	April 22, 2024
End of Maintenance	April 30, 2025	March 30, 2025
End of Support	April 30, 2025	September 30, 2025

Affected List of Versions with Upgrade Plan

Product Category	Genesys Engage Product	EOL Version	Upgrade Plan
DESKTOP	Genesys Administrator Extension	8.1, 8.5	9.x
DESKTOP	Gplus SFDC	8.5	8.6
DESKTOP	Workspace Web Edition	8.5	8.6
DESKTOP	Interaction Workspace	8.1	Workspace Desktop Edition 8.5
DIGITAL	Context Services	8.0, 8.1	8.5
DIGITAL	Content Analyzer Plug-in for GAX	8.0, 8.1, 8.5	9.0
DIGITAL	Genesys Rules Development Tool	8.1	Genesys Rules Authoring Tool
DIGITAL	Genesys Rules System	8.1	9.0
DIGITAL	Conversation Manager / Conversation Rules	8.0 & 8.1	9.0
DIGITAL	Genesys SMS	All (8.0, 8.1, 8.5)	-
INBOUND	CIM Platform	8.0, 8.1, 8.5	9.0
INBOUND	SIP Feature Server / SIP Voicemail	8.0	8.1
INBOUND	SNMP	8.0	8.1
INBOUND	Load Distribution Server	6.5, 7.0, 7.2	8.1
INBOUND	Management Framework	6.5, 7.2, 7.5, 7.6, 8.0, 8.1	8.5 /9.0, 9.1
INBOUND	SIP Server/Network SIP Server	7.6, 8.0	9.0
OPEN PLATFORM	Web Services and Applications	8.5	8.6
REPORTING AND ANALYTICS	License Reporting Manager	8.1	-

<u>Important:</u>

➢ The deprecated versions of the products mentioned in the list above shall no longer be supported by Genesys after the End of Support date of April 30, 2025 and for GWS the End of Support date is September 30, 2025. Genesys recommends customers to migrate/upgrade to the latest versions of these products before the End of Support date.

➢ Web Services and Applications 8.6 is available for customer access. Web Services and Applications v8.5 (GWS) will reach End of maintenance by March 30, 2025, and End of Support by September 30, 2025.

➢ Genesys Rules Development Tool v8.1 is now included in Genesys Rules Authoring Tool.

Migration & Entitlement

Genesys customers with active contracts are entitled to the upgraded versions at no cost. Genesys recommends customers to upgrade to the latest versions of the deprecated versions before End of Support date. Please contact your Account Manager or Genesys Care team for upgrade details.

Reference Links

- Genesys Engage On-Premises Documentation: Engage product guide.
- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys deprecating older versions of Products and Components?

A: Genesys is retiring older software versions to enhance security, streamline efficiency, and optimize user experience in line with the latest technological advancements. We strongly recommend our customers to upgrade to ensure they benefit from the most secure, efficient, and advanced solutions available.

Q: What are customers' options?

A: Following the End of Support date, Genesys will discontinue providing security updates, upgrades, bug fixes, troubleshooting, or any other support for the affected products. To ensure continued functionality and optimal performance, Genesys strongly advises customers to either upgrade to the latest versions of the retiring products or migrate to Genesys Cloud CX.

 Please contact your Account Manager or Genesys Care team for more details or assistance.

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date ("LOD") of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date.

Last Order Date

The last date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes for such units will be issued or accepted.

End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.