Genesys Engage and PureConnect End-of-Life Policy overview

July 2020

Purpose of this Document

○ In continued innovation and addressing customer needs, Genesys may periodically elect to discontinue specific products or services

○ Genesys' End-of-Life policies:

  • Ensure Customers and Partners receive ample notice regarding Genesys product lifecycle changes

  • Allows Customers to plan the evolution and migration of their Genesys deployments well in advance of products reaching End of Support (EOS)

○ This document should not be interpreted as a legally binding commitment, but rather as informational guidance that may change as we respond to changing business conditions and to our customers' needs.

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General End-of-Life Guidelines

○ All EOL information, including this policy, can be found via the Customer Care portal

○ A listing of EOL products is maintained at:

- Genesys Engage EOL table

- PureConnect EOL table

○ EOL notifications will be provided to customers via Genesys Customer & Partner newsletters and the Customer Care Portal

- In some cases, customers may be contacted directly by the account team.

○ For product retirements without a migration path, EOL will not take effect until Genesys has fulfilled its support obligations for the product covered under active Maintenance Agreements.

○ All support ends for the applicable product / service at End of Support / Service date.

Genesys Engage – Lifecycle Overview

◦ Follows the sequence-based versioning – e.g., 7.5, 8.5 and 9.0.

◦ Each individual product and solution carries its own product life cycle.

◦ Genesys supports and maintains the last release of the previous major version, plus all releases of the current major version for our customers.

- E.g., If the latest product release is v9.1, Genesys will support v8.5, v9.0, and v9.1 versions

Genesys Engage – End-of-Life types

- **Product End of Life (EOL)**
  - Retirements due to availability of new versions, or product obsolescence

- **End of Platform Support (EOPS)**
  - Retirements due to obsolescence of underlying platform technologies (e.g., Operating Systems, Databases, etc.)

- **End of Component Support (EOCS)**
  - Retirements of software components that underpin Genesys products.

Genesys Engage – EOL Milestones

◦ **EOL Announcement Date**

- This is a general announcement for the retirement and key information pertaining to Genesys products, such as the recommended migration path and replacement product(s). It will include also the critical milestone dates that will occur in the product end of life process.

◦ **Last Order Date (LOD)**

- The ultimate date (typical 6 months after EOL announcement date) on which orders may be placed for the affected product(s) and new maintenance contracts for those products.

◦ **End of Maintenance (EOM)**

- After this date, no Releases (e. g. fixes, updates, etc.) will be available for the affected product(s). After EOM, it may be necessary to use software upgrade release or a replacement product to correct the problem.
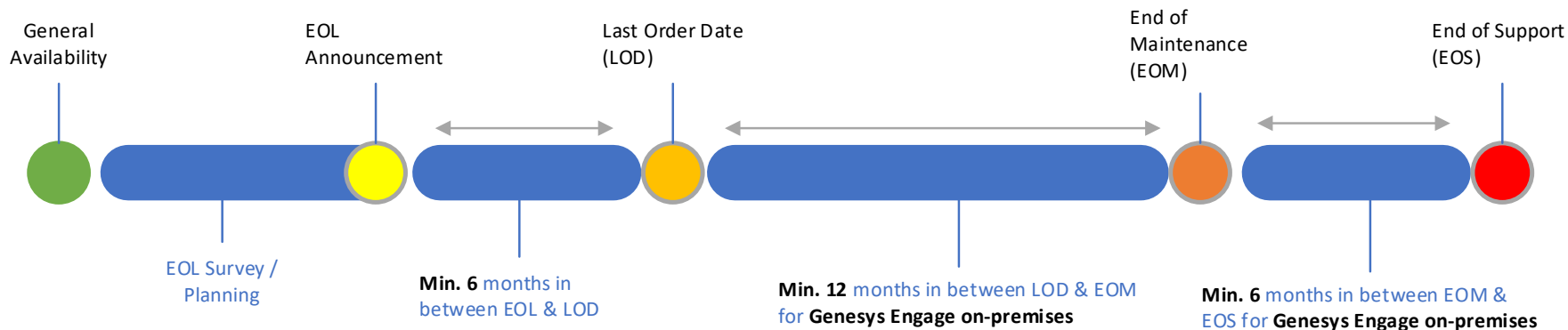
◦ **End of Support (EOS)**

- From this date, all Genesys Maintenance and Support obligations cease for the EOS product.

Genesys Engage – End of Life Timelines

◦ Genesys will typically follow the schedule outlined below for Genesys Engage EOLs

General Availability

EOL Announcement

Last Order Date (LOD)

End of Maintenance (EOM)

End of Support (EOS)

EOL Survey / Planning

Min. 6 months in between EOL & LOD

Min. 12 months in between LOD & EOM for **Genesys Engage on-premises**

Min. 6 months in between EOM & EOS for **Genesys Engage on-premises**

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Genesys Engage cloud – Feature/Service Deprecations

○ For cloud feature/service deprecations, customers will receive following information:

  • Key dates

  • Recommended service alternatives

  • Continuous support before end of service / deprecation date

○ Genesys will typically provide a minimum of 12 months notification prior to ending support if no successor product or service feature is offered

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Genesys Engage cloud – Deprecation Milestones

◦ **End of Service Feature Announcement**

- This is a general announcement for cloud feature/service deprecations, specifying the critical dates of commercial availability.

- From this date onwards, it will no longer be possible to quote affected cloud product(s) to new Customers.

◦ **End of Sale ***

- The last date for sales and renewal sales of the affected feature/service
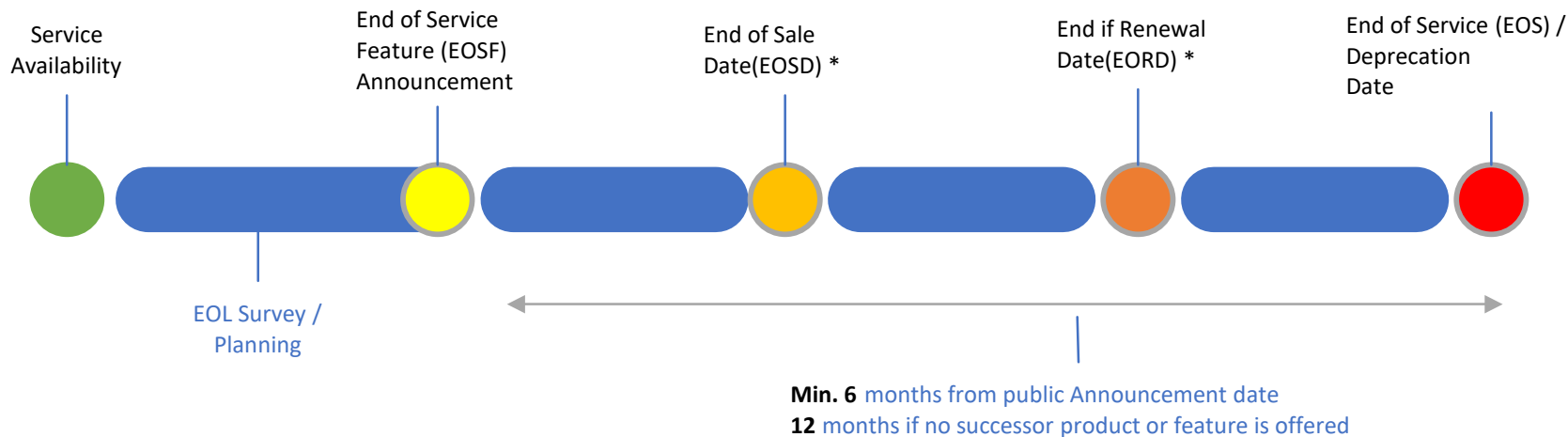
◦ **End of Renewal ***

- The last date for renewal sales of the affected feature/service

◦ **End of Service / Deprecation**

- From this date, the feature/service will no longer be available

* Applicable only to Genesys Engage cloud sellable items

Genesys Engage cloud – Deprecation Timelines

◦ Genesys will typically follow the schedule outlined below for Genesys Engage cloud feature/service deprecations

Service Availability

End of Service Feature (EOSF) Announcement

End of Sale Date(EOSD) *

End if Renewal Date(EORD) *

End of Service (EOS) / Deprecation Date

EOL Survey / Planning

Min. 6 months from public Announcement date
12 months if no successor product or feature is offered

* Applicable only to Genesys Engage cloud sellable items

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PureConnect – Lifecycle Overview

○ The release model follows the Year (20##) + Release number (R#) model for product versions

○ For 4.0 and 20## R# product versions, Genesys generally provides PureConnect platform updates for 18 months from the date of release of the product version (e.g., CIC 2017 R2 on 7 Feb, 2017).

○ Once the 18-month period of software updates expires on a product version, Genesys continues to provide technical support on that version for an additional 18 months.

○ New software change requests (SCRs) after the End of Maintenance (EOM) period require updates to a newer version of the software that contains the change.

PureConnect – End-of-Life types

- **Product End of Life (EOL**)

  - Retirements due to availability of new versions, or product obsolescence

- **End of Platform Support (EOPS)**

  - Retirements due to obsolescence of underlying platform technologies (e.g., Operating Systems, Databases, etc.)

- **End of Component Support (EOCS)**

  - Retirements of software components that underpin Genesys products.

PureConnect – EOL Milestones

◦ **EOL Announcement**

- This is a general announcement for the retirement and key information pertaining to Genesys products, such as the recommended migration path and replacement product(s). It will include also the critical milestone dates that will occur in the product end of life process.

◦ **Last Order Date**

- The ultimate date (typical 6 months after EOL announcement date) on which orders may be placed for the affected product(s) and new maintenance contracts for those products.

◦ **End of Maintenance Date**

- After this date, no Releases (e. g. fixes, updates, etc.) will be available for the affected product(s). After EOM, it may be necessary to use software upgrade release or a replacement product to correct the problem.
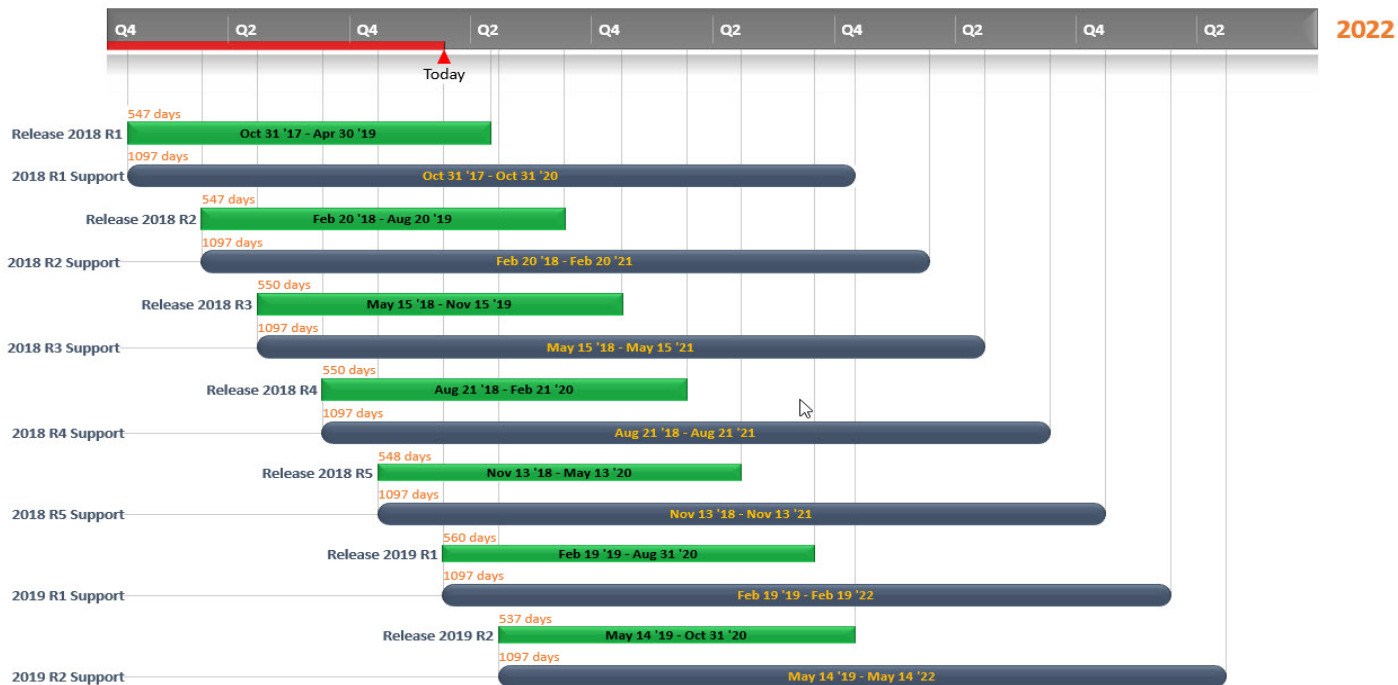
◦ **End of Support Date**

- From this date, all Genesys Maintenance and Support obligations cease for the EOS product.
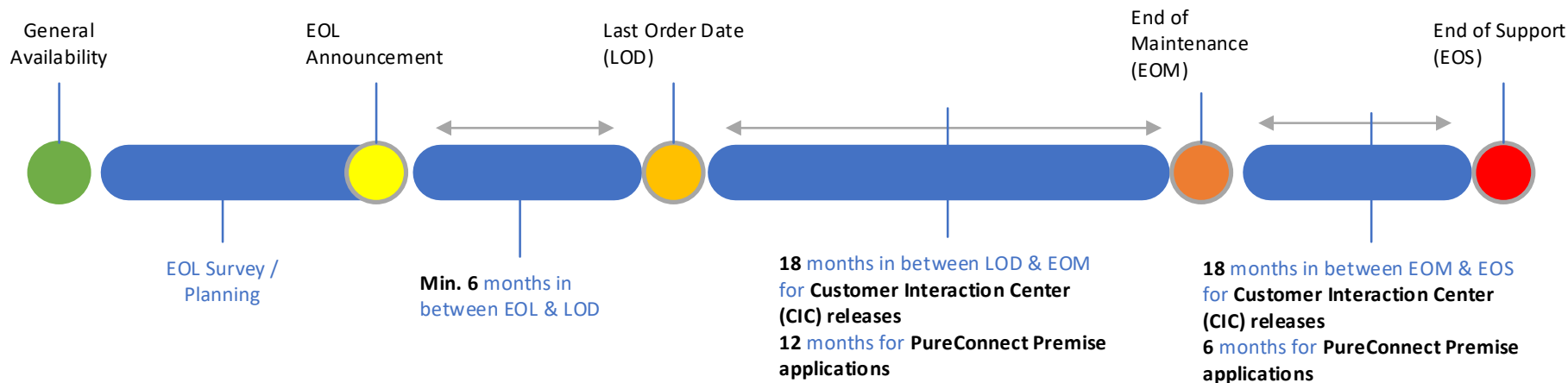
PureConnect – End of Life Schedule

○ PureConnect follows a pre-defined lifecycle schedule, as shown by the timelines below

PureConnect – End of Life Timelines

◦ Genesys will typically follow the schedule outlined below for PureConnect EOLs

General Availability

EOL Announcement

Last Order Date (LOD)

End of Maintenance (EOM)

End of Support (EOS)

EOL Survey / Planning

Min. 6 months in between EOL & LOD

18 months in between LOD & EOM for **Customer Interaction Center (CIC) releases**
12 months for **PureConnect Premise applications**

18 months in between EOM & EOS for **Customer Interaction Center (CIC) releases**
6 months for **PureConnect Premise applications**

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Hardware products

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Hardware products

- For 3rd-party hardware sold by Genesys, End-of-Life policies are determined by the manufacturer's lifecycle and warranty/maintenance offerings.

- Hardware End-of-Life notices will follow the vendor's schedule. Genesys will provide 90-day announcement of Last Order Date if logistically feasible.

- Support will be provided by any hardware warranty and maintenance contract purchased for the hardware, and maintenance contract extensions if available.

- All PureConnect hardware products that are listed with a specific part number on the price list are covered by a 3 years warranty from the original ship date.

Hardware products – EOL Milestones

◦ **EOL Announcement Date**

- This is a general announcement for the retirement and key information pertaining to Genesys products, such as the recommended migration path and replacement product(s). It will include also the critical milestone dates that will occur in the product end of life process.

◦ **Last Order Date**

- The ultimate date on which orders may be placed for the affected product(s) for those products.

◦ **End of Support Date**

- From this date, all Genesys Maintenance and Support obligations cease for the EOS product.

Thank You

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