Mobile & Agent Advisors
Version 8.5

End of Life Announcement
September 14th, 2018

End of Life

Last Updated: September 10th, 2018

Overview

As of September 14th 2018, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Agent Advisor	8.5
CCAdvr - Mobile Advisor	8.5

Details

Related Documents

Click here to view the following documents:

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

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
v8.1 - CCAdvr - Mobile Edition
v8.5 - CCAdvr - Mobile Edition
v8.5 - CCAdvr - Mobile Edition - SUB
v8.5 - Agent Advisor
v8.5 - Agent Advisor - Lab

Major Versions

This lists all versions affected by this EOL Announcement
- Version 8.1
- Version 8.5

Supplemental Information

Genesys currently has a real time monitoring and intraday reporting solution called **Pulse** which is included with the basic CIM seat on PureEngage Premise platform.

Pulse Advisors is a more advanced offering which not only offers agent performance data in real time, but also enables customers to drill down the data by KPI, business unit, region and etc.

Advisor - Mobile Edition offers real-time analytics through smartphones and agent advisor shows agents' KPIs to compare performance among their peers.

Customer Choices for New Product Purchase

A new Sellable Item **v9.0 - Pulse Advisors** is introduced with a mobile first design and a better integration with Pulse. **Pulse Advisors** modules are completely rebuilt to fit mobile devices. Hence, **Advisor - Mobile Edition** is no longer needed.
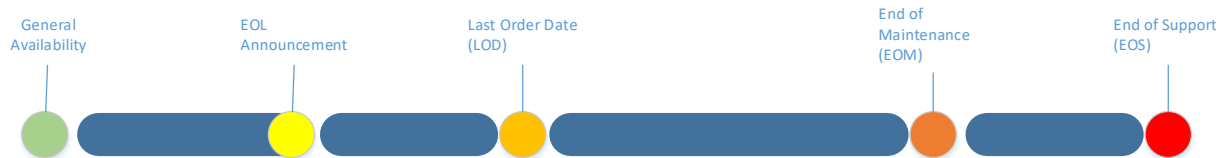
Agent Advisor features are available through **Pulse**.

Entitlement

New Sellable Item **v9.0 - Pulse Advisors** is being released and existing Advisors 8.5 customers are entitled to migrate to Pulse Advisors 9.0

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3

EOL Life Cycle Dates

End of Life Announcement Date	September 14th, 2018
Last Order Date	March 31st, 2019
End of Maintenance	March 31st, 2020
End of Support	September 30th, 2020

General Availability   EOL Announcement   Last Order Date (LOD)   End of Maintenance (EOM)   End of Support (EOS)

Frequently Asked Questions

Do we have a migration path from Advisors 8.5 to Pulse Advisors 9.0?

- Yes, Genesys provide a technical migration path from Advisors 8.5 to Pulse Advisors 9.0.
- Your existing configuration from your Contact Center Advisor, Frontline Advisor and Workforce Advisor can be used with Pulse Advisors 9.0

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (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 (LOD)

The ultimate 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 (EOM) Date

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

End of Support (EOS) Date

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

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5