Product End of Life Announcement for Genesys ClientCare Solution

Issued: October 1, 2010

Product name: Genesys ClientCare Contact Center Solution

Summary:
Genesys is announcing the End Of Life (EOL) of all versions of the Genesys ClientCare Solution including version 6.0 released in March 2007 and prior. This EOL notice takes effect immediately. This announcement also serves to formalize the EOL status for the ClientCare Telephony Node and Primary Telephony Node.

Affected Products and Versions: This EOL notice covers the following Genesys ClientCare
Components:
- ClientCare System Software 6.0, ClientCare Backup System SW
- Telephony Node (TN) and Primary Telephony Node (PTN)
- QuickLaunch Desktop (QL)
- QuickTrack Reporting, Enterprise Reporting Solution (ERS)

Important: For additional information, see the FAQs in this document for details.

Detailed End of Life Plan and Migration Support:

End of Life Schedule

End of Life (EOL) announcement date	October 1, 2010
Last Order Date	October 1, 2010
End of Maintenance (EOM) date	October 1, 2010
End of Support (EOS) date - Telephony Node and Primary Telephony Node	October 1, 2010
End of Support (EOS) date	December 31, 2012

- As the HW and SW for the Telephony Node and Primary Telephony Node are currently Manufacturer discontinued, End of Support for these product is in effect as of this notification.
- For other ClientCare products:
  - Only critical SRs will be reviewed and any fixes will be made available on a best effort basis during the period until the End of Support date.
  - No software releases or non-critical fixes will be available after the EOM date.
  - We encourage you to use your existing ClientCare systems after the EOL process is started. However, it is recommended that migration to the Genesys Hosted Provider Edition 8 be completed prior to EOS date.

Upgrade & Migration

- The ClientCare Contact Center Solution will be replaced by the Genesys Hosted Provider Edition 8. Genesys HPE 8 provides a prescriptive replacement for the ClientCare solution including:

  - End to end solution supporting Inbound and Outbound Voice as well as Email and Web Media contact centers
  - Network connectivity via the Genesys SIP Server
  - System Hardware guidelines
  - System Software guidelines and procedures
  - Certified System Capacity up to 32,000 agents in 2000 agent segments
  - Solution documentation, including System and Service Administrator content
  - Utilization management and reporting

ClientCare Telephony Nodes:

- Genesys recommends that partners begin the migration from the ClientCare Telephony Node and Primary Telephony Node immediately
- Partners and customers who have deployed strategies and applications using the ClientCare Telephony Nodes should migrate existing customers and applications using the Genesys SIP Server/Media Server to provide equivalent functionality.
- Customers and partners who purchased Genesys ClientCare Telephony Node, or Primary Telephony Node and are current with their Maintenance are entitled to equivalent SIP Server and Media Server licenses at no additional cost.
- The ClientCare document *SIP Solution Guide* provides the certified architecture for deploying SIP Server in an architecture that replaces the TN network connectivity. This architecture is based on the use of the Alcatel-Lucent Gateway (Plexus Gateway). Other gateways may be used in place of Alcatel-Lucent Gateway; the Genesys Supported Media Interfaces Reference Manual provides additional details on other supported VoIP gateways. Included in the SIP Solution Guide, customers and partners will find configuration examples and details to facilitate the migration process.
- Genesys support for all Telephony SW and HW has ended as per the schedule above.

ClientCare QuickLaunch

- Partners and customers who have deployed the ClientCare QuickLaunch Desktop will migrate existing customers to the Genesys Desktop 7.6.3.
- Customers and partners who purchased Genesys ClientCare QuickLaunch Desktop and are current with their Maintenance are entitled to equivalent Genesys Desktop licenses at no additional cost.
- Details on the deployment and migration of Genesys Desktop in Hosted Provider Edition 8 will be included in the documentation and supported through Genesys Professional Services.
- Customers should contact their Genesys sales representative for more details on which plan is best for them.

ClientCare QuickTrack and Enhanced Reporting Solution

- Partners and customers who have deployed the ClientCare QuickTrack and ERS reporting products will migrate existing customers to the Genesys 8 Info Mart and the Interactive Insights reporting solution.
- Customers and partners who purchased Genesys ClientCare QuickTrack and ERS reporting products and are current with their Maintenance are entitled to equivalent Interactive Insights licenses at no additional cost.
- Details on the deployment and migration of Info Mart and Interactive Insights in Hosted Provider Edition 8 will be included in the documentation and supported through Genesys Professional Services.

Network Examples
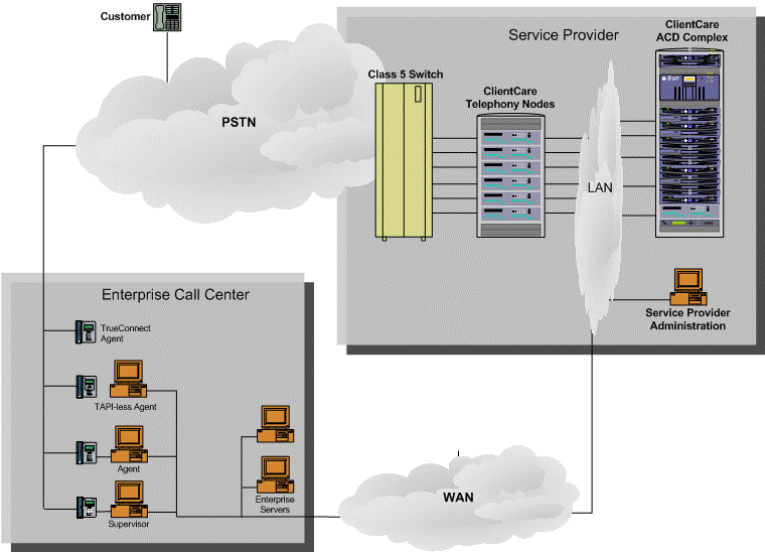
EOL ClientCare Contact Center Solution
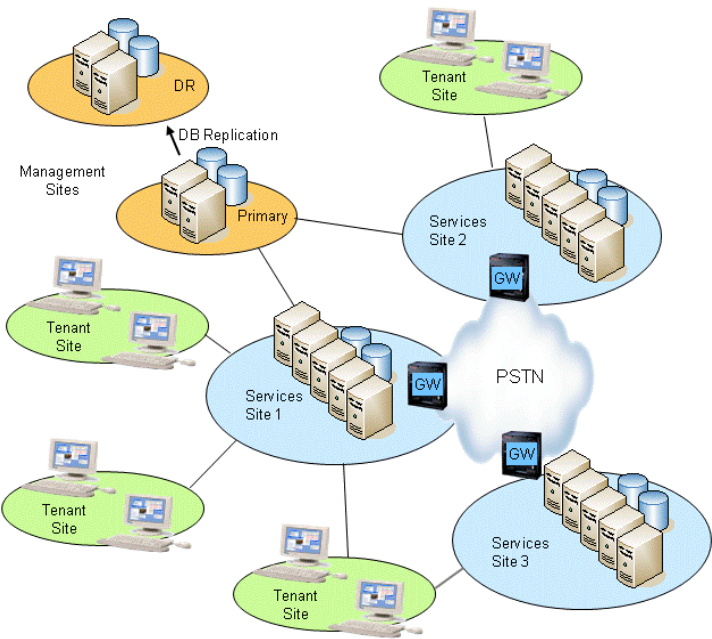
Genesys Hosted Provider Edition 8

Frequently Asked Questions:

Q1: *Where does the ClientCare Contact Center Solution fit in the Genesys suite of products?*
A1: The Genesys ClientCare Solution consists of a basic IVR used to terminate PRI connections to a Class5 switch. The TN interfaces with the AP which provides the HW and SW environment for the Genesys routing applications. ClientCare also includes the QuickLaunch Desktop and the QuickTrack and ERS reporting products. The ClientCare solution was acquired by Genesys in 2007 and overlaps with a number of products that are already in the Genesys portfolio. For this reason, a plan to EOL the ClientCare solution and its component products has been underway. This EOL announcement signifies the Genesys commitment to providing our new Hosted Provider Edition 8 based on the latest Genesys 8 technology.

Q2: *Does this EOL notice mean that Genesys is ending support of all of the components in the ClientCare solution?*
A2: QuickLaunch, Enhanced Reporting, QuickTrack and the ACD Complex itself will have limited support during the EOM period (per the End of Life Schedule details in this announcement). Support for the ClientCare Telephony Node and Primary Telephony Node is ending effective with this announcement. (See FAQ – Telephony Node below)

Q3: *What if I need help?*
A3: Normal Genesys Technical Support is available to assist with any problems encountered during the EOL phase. Genesys Professional Services has a group of experts who will assist you during every phase of the planning and migration process. You should engage Genesys PS to assign a migration point of contact who will provide escalated assistance as the migration progresses.

Other sources of help and information are available through the Genesys Hosted Partner Product Advisory Council. The Hosted Partner PAC comprises the team of Genesys and Service Provider partners who are responsible for driving the requirements and development of the Genesys Hosted Provider Edition 8, which is in restricted Product availability as of October 1, 2010..

Q4: *What are the benefits for moving from the Genesys ClientCare Solution To Genesys Hosted Provider Edition 8*
A4: Hosted Provider Edition 8 is a pure Genesys solution that does not depend on Third party relationships for maintenance. Hosted Provider Edition 8 is in the standard Genesys roadmap and includes a number of valuable capabilities the ClientCare Solution does not support.
- More flexibility in comparison to Genesys ClientCare Solution.
- Better performance than the Genesys ClientCare Solution
- Removes dependencies on EOL'd 3rd party technologies in the network
- Lower cost of hardware. Service Providers can acquire HW through their existing suppliers

Q5: *What does Genesys recommend for customers who want to upgrade to later versions of some Genesys products to take advantage of certain new features but want official support beyond the EOM date in order to avoid complications of upgrading one part of the Genesys suite while not upgrading others?*
A5: The recommendation for this scenario will of course vary widely depending on precisely what the business wants to take advantage of. Please contact your Genesys sales representative to seek expert advice for the specific business.

Frequently Asked Questions – Telephony Node:

Q6: *Why is the Genesys Telephony Node being EOL'd and EOS'd?*
A6: Genesys ClientCare Telephony Node has reached End of Support (EOS) because it provides limited functionality in our IVR portfolio and it is based on 3rd party technologies that were EOL'd by its manufacturers. Genesys offers the SIP Server that provides a better fit and greater functionality for most integration types, and for this reason the Genesys ClientCare Telephony Node is not extensively used outside of ClientCare.

Q7: *Does this mean the TrueConnect functionality is EOL'd as well?*
A7: No. The TrueConnect feature will remain available in the HPE 8.0 release via a PS delivered Web Service solution.

Q8: *What are the benefits for moving from the Genesys ClientCare Telephony Node To Genesys SIP Server and Media Server?*
A8: SIP Server/ Media Server are a pure Genesys solution that does not depend on Third party relationships for maintenance. SIP Server 8.0 includes a number of valuable capabilities the ClientCare Solution does not support.
– More flexibility in comparison to Genesys Telephony Nodes
– Better performance than the Genesys Telephony Nodes
– Removes dependencies on EOL'd 3rd party technologies in the network
– Reduces cost of deployment
– Is supported in the upcoming Genesys Hosted Provider Edition 8.

Q9: *What if I need help?*
A9: Normal Genesys Technical Support is available to assist with any problems encountered during the EOM phase. Genesys Professional Services has a group of experts who will assist you during every phase of the migration process. You should engage Genesys PS to assign a migration point of contact who will provide escalated assistance as the migration progresses.

Q10: *What if I discover a critical defect in production after the EOM date?*
A10: Genesys PS may, at their discretion, provide support after the EOS date to customers actively involved in the migration process.

Q11: *What does Genesys recommend for customers in maintenance mode with no known defects and no plans to change anything who want official support beyond the EOM date in order to avoid expense?*
A11: In this scenario, the risk of suddenly discovering a defect in the Genesys ClientCare Solution post-EOM, after a year or more of no issues or changes, is unlikely, but Genesys will provide support only until the EOS date. The cost/risk tradeoff in this case suggests 'do nothing' until the business needs change into a situation that would make migration attractive.

Q12: *What does Genesys recommend for customers who want to take full advantage of new Genesys products but want official support beyond the EOM date in order to protect their current investment while transitioning to the updated environment?*
A12: In this scenario, the business need justifies investment in order to take advantage of more recent features in Genesys, and specifically perhaps additional features not available in the ClientCare Solution. In this case, it's not simply a migration but a full upgrade.

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Footnotes:
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- Please contact Kelly Still, Sr. Product Manager Hosted Solutions and ClientCare, at kelly.still@genesyslab.com if you have additional questions about this EOL notice.
- Please contact Barb Rigel, Sr. Product Marketing Manager Hosted Solutions, at barb.rigel@genesyslab.com if you have any questions about external communications of this EOL notice to customers and partners.

Table of Affected ClientCare Sellable Items

Base Item	SAP Name	Family
CC Agent Desktop Statistics R6.0	CC Agent Desktop Statistics R6.0	7.5.0
CC Broadcast Data R6.0	CC Broadcast Data R6.0	7.5.0
CC CTI add on	CC CTI add on	7.5.0
CC DE AP HW Maint	CC DE AP HW Maint	7.5.0
CC DE AP HW Maint Renewal	CC DE AP HW Maint Renewal	7.5.0
CC DE Standby System Software R5.0	CC DE Standby System Software R5.0	7.5.0
CC DE Standby System Software R6.0	CC DE Standby System Software R6.0	7.5.0
CC DE System Software R5.0	CC DE System Software R5.0	7.5.0
CC DE System Software R6.0	CC DE System Software R6.0	7.5.0
CC Enterprise Reporting Solution R6.0	CC Enterprise Reporting Solution R6.0	7.5.0
CC Enterprise Service Kit R6.0	CC Enterprise Service Kit R6.0	7.5.0
CC HW DC Desktop Server	CC HW DC Desktop Server	7.5.0
CC HW DC Media Server	CC HW DC Media Server	7.5.0
CC HW DC TN with 6 PRI Ports - TN6T1DC	CC HW DC TN with 6 PRI Ports - TN6T1DC	7.5.0
CC HW DE Application Processor - DC	CC HW DE Application Processor - DC	7.5.0
CC HW Primary Telephony Node	CC HW Primary Telephony Node	7.5.0
CC HW Spare DC Power Supply - TN	CC HW Spare DC Power Supply - TN	7.5.0
CC HW Spare Hard Drive - TN	CC HW Spare Hard Drive - TN	7.5.0
CC IMRUS - AT&T Maint Renewal	CC IMRUS - AT&T Maint Renewal	7.5.0
CC Modification to attached data R6.0	CC Modification to attached data R6.0	7.5.0
CC Outbound Desktop R6.0	CC Outbound Desktop R6.0	7.5.0
CC Quick Launch Viewer R6.0	CC Quick Launch Viewer R6.0	7.5.0
CC QuickLaunch Desktop R6.0	CC QuickLaunch Desktop R6.0	7.5.0
CC QuickTrack Reporting R6.0	CC QuickTrack Reporting R6.0	7.5.0
CC SW DC TN with 6 PRI Ports - TN6T1DC	CC SW DC TN with 6 PRI Ports - TN6T1DC	7.5.0
CC SW Primary Telephony Node	CC SW Primary Telephony Node	7.5.0
CC Skills Based Routing add on	CC Skills Based Routing add on	7.5.0
CC Statistical Interface Module R6.0	CC Statistical Interface Module R6.0	7.5.0
CC Supervisor Upgrade R6.0	CC Supervisor Upgrade R6.0	7.5.0
CC TN/TAN HW Maint	CC TN/TAN HW Maint	7.5.0
CC TN/TAN HW Maint Renewal	CC TN/TAN HW Maint Renewal	7.5.0
CC Timed Events R6.0	CC Timed Events R6.0	7.5.0
CC TrueConnect Agent	CC TrueConnect Agent	7.5.0