Genesys Multicloud CX and Genesys Engage On-premises
Co-browse (All versions)

End of Life Announcement

January 19, 2022

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End of Life for Genesys Engage Co-browse

Last Updated: December 16, 2021

Overview

As of January 19, 2022, Genesys announces the End of Life for the Genesys Co-browse products listed below:

Genesys Product	Platform	Release	End of Support
Genesys Co-browse	Genesys Engage on-premises	All versions	January 31, 2024
Genesys Co-browse	Genesys Multicloud CX on AWS	All versions	January 31, 2024

Details

Genesys Announces the End of Life for Genesys Co-browse. After January 19, 2022, customers on active maintenance contracts who currently use Co-browse may continue to use it until January 31, 2024. Customer Care will provide limited support for Genesys Co-browse but will no longer be able to provide any software patches, security updates, or product fixes after the End of Maintenance date.

To maintain Co-browse functionality, Genesys advises customers to move to the replacement options listed in this document.

Major Versions

All Engage Co-browse items that are affected by this EOL Announcement

- All Versions

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EOL Life Cycle Dates

End of Life Announcement Date	January 19, 2022
Last Order Date	July 19, 2022
End of Maintenance	July 19, 2023
End of Support	January 31, 2024

Affected Products

Products affected by this EOL announcement:

APN Number	Offering Type	Product Description
3GP21217ABAA	Multicloud CX on AWS	Cloud Contact Center Co-Browse
3GP113812ABAA	Multicloud CX on AWS	Cloud Contact Center Co-Browse - GP
3GP113813ABAA	Multicloud CX on AWS	Cloud Contact Center Co-Browse - MP
3GP21944ACAA	Engage on-premises	v8.5 - Genesys Co-browse
3GP21944ACAA-SUB	Engage on-premises	v8.5 - Genesys Co-browse - SUB
3GP21943ACAA	Engage on-premises	v8.5 - Genesys Co-browse Lab
3GP21943ACAA-SUB	Engage on-premises	v8.5 - Genesys Co-browse Lab - SUB
3GP93442ACAA	Engage on-premises	v9.0 - Genesys Co-browse
3GP93442ACAA-SUB	Engage on-premises	v9.0 - Genesys Co-browse - SUB
3GP93443ACAA	Engage on-premises	v9.0 - Genesys Co-browse Lab
3GP93443ACAA-SUB	Engage on-premises	v9.0 - Genesys Co-browse Lab - SUB

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Migration & Entitlement

No entitlement is offered, due to the product retirement.

Additionally, there is no automated or direct migration path since the replacement options are based on partners' third-party technologies.

Genesys recommends customers using Genesys Co-browse to upgrade to Glance or Cobrowse.io partner offers before Genesys ends support on January 31, 2024.

Both Glance and Cobrowse.io offer a rich feature set, wider than the legacy Genesys Co-browse on several aspects. For example, both support co-browsing on mobile applications as well as some screen sharing, PDF sharing, on-screen annotations functions. Please refer to the related documentation for further description. These offers are available via two different channels:

Via the Genesys AppFoundry:

- Glance: A cloud-based solution, available for cloud and on-premises deployments

- Cobrowse.io: Available for cloud, private cloud and on-premises deployments

Via Genesys Professional Services:

- Cobrowse.IO PS Expert Application: The Cobrowse.io technology but offered and sold by Genesys Professional Services.

Related Documents

Click the link below for the following information:

- EOL Cycle Table: Provides Information on Genesys EOL products & versions that have been scheduled for EOL.

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Frequently Asked Questions

Q: Why is Genesys retiring these applications?

A: Genesys has seen limited adoption of our co-browsing functionality and the level of effort required to maintain it outweighs the financial benefits for Genesys. We believe that other areas of our portfolio will offer more impact on Experience-as-a-Service going forward, so we have decided to re-direct our resources to other solutions creating more value to our customers, and to rely on expert third parties to offer the capability.

Q: What are customers' options?

A: Genesys recommends that customers currently using Genesys Co-browse to upgrade to the partner options – Glance or Cobrowse.io, available via the AppFoundry and Genesys PS – before Genesys ends support on January 31, 2024.

Q: What if I need help or have questions?

A: If you need help or have questions about this migration, reach out to your Customer Success Manager or contact Genesys Customer Care (My Support).

For Cobrowse.IO PS Expert Application, email PS_ExpertApps_Sales@genesys.com

This announcement provides notice to enable customers have sufficient time to plan for typically long enterprise upgrade cycles.

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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 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 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.

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About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service℠, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Products

- Genesys Cloud CX
- Genesys Multicloud CX
- Genesys DX

For more Information, Login to Contact Center Solutions | Omnichannel Customer Experience | Genesys

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