Genesys End of Component Support
Genesys Mobile Services v8.1
Genesys Engage on-premises

End of Component Support Announcement
May 15, 2023

End of Support Announcement for Genesys Mobile Services

Last Updated: May 5, 2023

Overview

As of May 15, 2023, Genesys announces the End of Support for Genesys Mobile Services v8.1.

Genesys Products	Release
Genesys Mobile Services	Version 8.1

End of Life Announcement Date	May 15, 2023
End of Support Date	August 31, 2023

Details

Genesys Mobile Services version 8.1 is technically obsolete. Genesys will stop supporting **Genesys Mobile Services version 8.1** effective from **August 31, 2023**. This means that Genesys will be unable to provide software patches, security updates, or other fixes for Genesys Mobile Services version 8.1 after the End of Component Support (EOCS) date.

To maintain certain functionality, Genesys recommends that customers upgrade to **Genesys Mobile Services version 8.5.**

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Major Version

Genesys Mobile Services versions 8.1 affected by this End of Support announcement:

Shippable Item	Versions of Genesys components affected
3GP18174TAAA	Version 8.1

Migration Path

Customers using Genesys Mobile Services version 8.1 are recommended to upgrade to **Genesys Mobile Service version 8.5** before Genesys ends support on **August 31, 2023**.

Related Documents

- Genesys Mobile Services v8.5 Product Guide: **GMS (Genesys Mobile Services) v8.5 – Release Notes**

- **EOL Life Cycle Table:** Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Will Genesys Mobile Services v8.1 components be working after the End of Component Support date?

Yes, but Genesys will not provide any new features or upgrades for Genesys Mobile Services v8.1. Customers can use Genesys Mobile Services v8.1 at their own risk.

What are customers' options?

To maintain certain functionality, Genesys recommends that customers upgrade to Genesys Mobile Services version 8.5.

What if I need help or have questions?

If you need help or have questions about this migration, reach out to your Account Executive, Partner Manager, or contact Genesys Customer Care.

Definitions

End of Life Announcement Date

This is a general announcement for end of support.

End of Support Date

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