End of Genesys Support for
Interaction Server V8.0 & V8.1 (Interaction Management)

End of Support Announcement for Interaction Server (Interaction Management)
January 20, 2022

GENESYS™

End of Support Announcement for Interaction Server V8.0 & V8.1 (Interaction Management)

Last Updated: December 14, 2021

Overview

As of January 20, 2022, Genesys announces the End of life for Interaction Server versions 8.0 and 8.1 (Interaction Management).

Genesys Products	Release
Interaction Server (Interaction Management)	V8.0 & V8.1
Interaction Server (Interaction Management) Proxy	V8.0 & V8.1

End of Life Announcement Date	January 20, 2022
End of Support Date	January 20, 2023

Details

This is a notice to all customers and partners that Genesys will stop supporting **Interaction Server (Interaction Management) version 8.0 and version 8.1,** effective from **January 20, 2023**. This means that Genesys will be unable to provide software patches, security updates or other fixes for **Interaction Server (Interaction Management)** version 8.0 and 8.1 after the EOL date. To maintain certain functionality Genesys advises the customers to upgrade to recent versions of Interaction Server V8.5 or V9.0. **Interaction Server V9.0 is strongly recommended.**

Major Versions

Genesys versions that are affected by this Interaction Server EOS announcement:

Interaction Server (Interaction Management)

Versions of Genesys components affected
Version 8.0
Version 8.1
Proxy version 8.0
Proxy version 8.1

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

3

Affected Components

Components affected by this EOL announcement:

APN Number	Product Description
3GP179666TAAA	CD - V8.0 - Interaction Management
3GP18105TAAA	DVD - V8.1 - Interaction Management

Supplemental Information

Migration path: Genesys recommends Customers using **Interaction Server (Interaction Management) version 8.0 and version 8.1** to upgrade to a more recent version of Interaction Server version 8.5 or version 9.0 before Genesys ends support on January 20, 2023.

Related Documents

- **Interaction Server 8.5.x:** Provides the product information for Interaction Server (Interaction Management) version 8.5.

- **Interaction Server 9.0.x:** Provides the product information for Interaction Server (Interaction Management) version 9.0.

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

Frequently Asked Questions

Why is Genesys retiring these Components?

- Genesys concluded that the Interaction Server (Interaction Management) version 8.0 and version 8.1 will not bring enough benefits to our Engage customers. The Interaction server versions 8.5 and 9.0 have better features.

Any replacement solution for Interaction Server (Interaction Management) V8.0 and V8.1?

Yes. To maintain certain functionality, Genesys advises customers to upgrade to recent versions of Interaction Server V8.5 or V9.0. **Interaction Server V9.0 is strongly recommended.**

What if I need help or have questions?

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

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.

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