



# Genesys MultiCloud™ UC Connector

End of Component Support Announcement

September 10, 2021

## End of Component Support

Last Updated: January 25, 2022

### Overview

As of September 10<sup>th</sup>, 2021, Genesys announces the End of Component support for the **UC Connector** for Genesys MultiCloud™ (formerly known as Genesys Engage™) on-premises platform listed below:

Genesys Product	Platform	Release	End of Support
UC Connector	Genesys MultiCloud™ (Genesys Engage™)	v8.0	August 31, 2022

### End of Component Support Dates

End of Component Announcement Date	September 10, 2021
Last Order Date	February 28, 2022
End of Maintenance	August 31, 2022
End of Component Support	August 31, 2022

## Details

As technology and markets change, Genesys evolves its products by providing new releases of the solution. With Microsoft's retirement (End of Support) on [Lync](#) in April 2021 and Windows Server [2008](#) & [2012](#), **UC Connector** has become technically obsolete. Combining with the component in maintenance mode since 2017, Genesys has also decided to retire the **UC Connector** on **August 31, 2022**. This means that if an issue arises after this date with any existing Genesys software version that relates to **UC Connector**, Genesys will recommend that the customer migrates to a supported communication application such as **Microsoft Team** or **Skype for Business on-premises** deployment.

After **August 31, 2022**, all Genesys Maintenance and Support obligations on **UC Connector** will be ceased.

For further details regarding **UC Connector** component, please refer to the links below:

<https://docs.genesys.com/Documentation/UCC>

## Major Versions

The versions are affected by this EOL Announcement

- v 8.0

## Migration & Entitlement

No entitlement replacement is offered due to product retirement.

Genesys strongly recommends that customers migrate to a supported communication application such as **Microsoft Team** or **Skype for Business on-premises** deployment to maintain certain functionality.

## Related Documents

Click the following links for the 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 Genesys Engage EOL
- For further information on 3rd-party platforms supported by Genesys products, see the [Genesys Supported Operating Environment](#) reference manual.

## Frequently Asked Questions

**Q: Why is Genesys retiring this component?**

A: With **Microsoft's** retirement (End of Support) on **Lync** in April 2021 and **Windows Server 2008 & 2012**, UC Connector has become technically obsolete. Genesys has also decided to retire the UC Connector on August 31, 2022.

**Q: What are customers' options?**

A: To maintain certain functionality, Genesys recommends customers migrate to a supported communication application such as **Microsoft Team** or **Skype for Business on-premises** deployment.

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

## 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<sup>SM</sup>, 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.

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