

Genesys Expert Contact v 7.6

End of Life Announcement
August 1, 2017

End of Life

Last Updated: August 1, 2017

Overview

As of August 1, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Expert Contact	V7.6
Expert Contact - Lab	V7.6

Details

The EOL Policy describes the Genesys End of Life policy and life cycle. The following dates for all Genesys EOL products and/or product versions are listed in the EOL Life Cycle Table:

- End of Life Announcement
- Last Order Date
- End of Maintenance
- End of Support

Related Documents

Click [here](#) to view the following documents:

- EOL Policy
- EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items

V7.6 Expert Contact

V7.6 Expert Contact - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- Version v7.6

Note: Versions 7.2 and earlier have all completed their EOL cycles.

Supplemental Information

Reasons for this EOL:

- No new development (for a long time)
- Technically obsolete

Customer Choices for New Product Purchase

- SmartLink or
- SIP Interaction or
- SIP Interaction [branch office]

Entitlement

There is no entitlement associated with this EOL. Any migration will require payment for new product licenses.

EOL Life Cycle Dates

End of Life Announcement Date	8/1/2017
Last Order Date	2/1/2018
End of Maintenance	2/1/2019
End of Support	8/1/2019

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 honoured 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 cease.