Genesys Engage Premise
Genesys App Automation Platform (GAAP)
Versions 3.5 & 3.6

End of Life Announcement

July 31st, 2020

GENESYS™

End of Life

Last Updated: July 16th, 2020

Overview

As of July 31st, 2020, Genesys announces End of Life support for the legacy Genesys App Automation Platform (GAAP) products listed below:

Genesys Products	Release	End of Support
GAAP – Application Bundle	v3.5 ,v3.6	July 31st, 2022
GAAP – Concatenated Prompt Recording Pack	v3.5 ,v3.6	July 31st, 2022
GAAP – Customer Journeys & Reporting	v3.5 ,v3.6	July 31st, 2022
GAAP – Lab	v3.5 ,v3.6	July 31st, 2022
GAAP - Marketing Promotions	v3.5 ,v3.6	July 31st, 2022
GAAP - Outbound SMS	v3.5 ,v3.6	July 31st, 2022
GAAP - Prompt Recorder	v3.5 ,v3.6	July 31st, 2022
GAAP - Questionnaire Builder	v3.5 ,v3.6	July 31st, 2022
GAAP - S-Connector	v3.5 ,v3.6	July 31st, 2022
GAAP - Smart Transfer	v3.5 ,v3.6	July 31st, 2022
GAAP - Speech Enablement	v3.5 ,v3.6	July 31st, 2022
GAAP - Visual IVR Framework & Dashboard	v3.5 ,v3.6	July 31st, 2022

Details

Related Documents

Click [here](#) to view the following 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 all Genesys EOL product & versions that have been scheduled for EOL.

Major Versions

Versions affected by this EOL Announcement

- Version 3.5
- Version 3.6

Supplemental Information

With the availability of **v9.0 Genesys Intelligent Automation Self Service** (released in 2018), Genesys has decided to discontinue the legacy **GAAP** versions and recommends customers to upgrade to **v9.0 Genesys Intelligent Automation Self Service**. **Genesys Intelligent Automation** provides non-technical users with a high level of control over the management and configuration of their self-service system.

By upgrading to this latest version, customers can benefit from the new capabilities as well as meeting General Data Protection Regulation (**GDPR**) requirement.

Upgrade benefits

- Complies with GDPR data privacy requirements.
- Improved security and application performance by running on updated version of Apache Tomcat.
- Ability to expand your IVR capabilities to other omnichannel and digital platform for free.
- Enable your IVR application to leverage artificial intelligence (AI) and bot technology for future expansion.
- Backward compatible with other Genesys components

For information in regarding GDPR Compliance, please visit *Genesys Intelligent Automation documentation* portal for more details.

Migration & Entitlement

Customers on active maintenance are entitled to download, install, and receive support of newer versions.

Customer can upgrade directly to the latest Genesys Intelligent Automation version without the need to upgrade to the intermediate releases. For details, please visit the *Migration Guide* for more information.
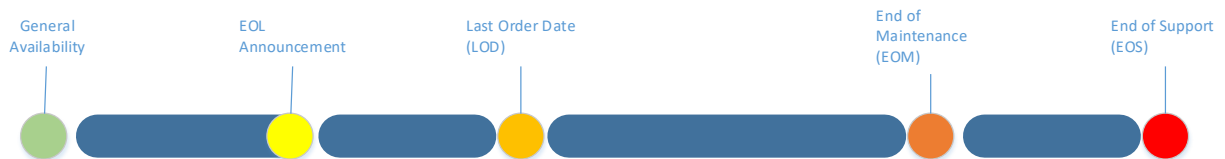
A new license file should be requested and installed on newer hardware or Virtual Machines.

Customers need to submit a request to Genesys licensing for the upgrade.

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

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EOL Life Cycle Dates

EOL Life Cycle Dates:

End of Life Announcement Date	**July 31st, 2020**
Last Order Date	**December 31st, 2020**
End of Maintenance	**December 31st, 2021**
End of Support	**July 31st, 2022**

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

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Frequently Asked Questions

Why is Genesys retiring these products?

- Answer: With **v9.0 Genesys Intelligent Automation Self Service** (released in 2018), Genesys has decided to discontinue the legacy **GAAP** versions and encourage customers to upgrade to Genesys Intelligent Automation that aligns to the latest IVR and omnichannel solution.

- **Genesys Intelligent Automation** provides non-technical users with a high level of control over the management and configuration of their self-service system.

Are there changes or costs for licensing or the upgrade?

- Answer: There is no charge for customers with current maintenance contracts. If the customer's business requirements have changed, then this represents a good opportunity to discover those requirements and make necessary configuration changes with Genesys using Professional Services.

Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.

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Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration SKUs
3GP85790ACAA	v3.5 - GAAP - Application Bundle	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85791ACAA	v3.5 - GAAP - Application Bundle - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85792ACAA	v3.5 - GAAP - Concatenated Prompt Recording Pack	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85793ACAA	v3.5 - GAAP - Concatenated Prompt Recording Pack - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85794ACAA	v3.5 - GAAP - Customer Journeys & Reporting	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85795ACAA	v3.5 - GAAP - Customer Journeys & Reporting - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85796ACAA	v3.5 - GAAP - Lab	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85797ACAA	v3.5 - GAAP - Marketing Promotions	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85798ACAA	v3.5 - GAAP - Marketing Promotions - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85799ACAA	v3.5 - GAAP - Outbound SMS	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85800ACAA	v3.5 - GAAP - Outbound SMS - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85801ACAA	v3.5 - GAAP - Prompt Recorder	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85802ACAA	v3.5 - GAAP - Prompt Recorder - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85803ACAA	v3.5 - GAAP - Questionnaire Builder	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85804ACAA	v3.5 - GAAP - Questionnaire Builder - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85805ACAA	v3.5 - GAAP - S-Connector	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85806ACAA	v3.5 - GAAP - S-Connector - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85807ACAA	v3.5 - GAAP - Smart Transfer	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85808ACAA	v3.5 - GAAP - Smart Transfer - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA

Retiring SKUs	Product Description	Migration Path	Migration SKUs
3GP85809ACAA	v3.5 - GAAP - Speech Enablement	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85810ACAA	v3.5 - GAAP - Speech Enablement - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85811ACAA	v3.5 - GAAP - Visual IVR Framework & Dashboard	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85812ACAA	v3.5 - GAAP - Visual IVR Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP85813ACAA	v3.5 - GAAP - Voice Framework & Dashboard	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP85814ACAA	v3.5 - GAAP - Voice Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90996ACAA	v3.6 - GAAP - Application Bundle - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90996ACAA-SUB	v3.6 - GAAP - Application Bundle - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91006ACAA	v3.6 - GAAP - Concatenated Prompt Recording Pack	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91006ACAA-SUB	v3.6 - GAAP - Concatenated Prompt Recording Pack	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91001ACAA	v3.6 - GAAP - Concatenated Prompt Recording Pack - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90894ACAA	v3.6 - GAAP - Customer Journeys & Reporting	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90894ACAA-SUB	v3.6 - GAAP - Customer Journeys & Reporting	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91008ACAA	v3.6 - GAAP - Customer Journeys & Reporting - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91008ACAA-SUB	v3.6 - GAAP - Customer Journeys & Reporting - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90995ACAA	v3.6 - GAAP - Lab	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91007ACAA	v3.6 - GAAP - Marketing Promotions	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90999ACAA	v3.6 - GAAP - Marketing Promotions - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91011ACAA	v3.6 - GAAP - Outbound SMS	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91012ACAA	v3.6 - GAAP - Outbound SMS - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91002ACAA	v3.6 - GAAP - Prompt Recorder	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90992ACAA	v3.6 - GAAP - Prompt Recorder - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90994ACAA	v3.6 - GAAP - Questionnaire Builder	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90994ACAA-SUB	v3.6 - GAAP - Questionnaire Builder	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91009ACAA	v3.6 - GAAP - Questionnaire Builder - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA

Retiring SKUs	Product Description	Migration Path	Migration SKUs
3GP91009ACAA-SUB	v3.6 - GAAP - Questionnaire Builder - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91010ACAA-SUB	v3.6 - GAAP - S-Connector	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91003ACAA-SUB	v3.6 - GAAP - S-Connector - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90997ACAA	v3.6 - GAAP - Smart Transfer	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91004ACAA	v3.6 - GAAP - Smart Transfer - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90991ACAA	v3.6 - GAAP - Speech Enablement	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90991ACAA-SUB	v3.6 - GAAP - Speech Enablement	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91005ACAA	v3.6 - GAAP - Speech Enablement - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91005ACAA-SUB	v3.6 - GAAP - Speech Enablement - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90990ACAA	v3.6 - GAAP - Visual IVR Framework & Dashboard	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91013ACAA	v3.6 - GAAP - Visual IVR Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91013ACAA-SUB	v3.6 - GAAP - Visual IVR Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP91000ACAA	v3.6 - GAAP - Voice Framework & Dashboard	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP91000ACAA-SUB	v3.6 - GAAP - Voice Framework & Dashboard	v9.0 - Intelligent Automation Omnichannel Self Svc	3GP109625ACAA
3GP90998ACAA	v3.6 - GAAP - Voice Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA
3GP90998ACAA-SUB	v3.6 - GAAP - Voice Framework & Dashboard - HA	v9.0 - Intelligent Automation Omnichannel Self Svc - HA	3GP109626ACAA

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 will be ceased.