

Genesys Interactive Insights All versions (8.x)

End of Life Announcement
January 25, 2019

End of Life

Last Updated: [January 23, 2019](#)

Overview

As of [January 25, 2019](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Interactive Insights + Lab	8.5, 8.1

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.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
v8.5 - Genesys Interactive Insights
v8.5 - Genesys Interactive Insights - Lab
v8.1 - Genesys Interactive Insights
v8.1 - Genesys Interactive Insights - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- 8.5
- 8.1

Supplemental Information

Genesys has introduced a new premium reporting offer called **Genesys Customer Experience Insights (GCXI)** in 2018. **GCXI** is built on top of MicroStrategy, which has the parity with Genesys Interactive Insights (GII) plus additional features. Hence, the older legacy product, **Genesys Interactive Insights (GII)** has set out to enter the End of Life (EOL) process.

Customer Choices for New Product Purchase

- **v9.0 - Genesys Customer Experience Insights**
- **v9.0 - Genesys Customer Experience Insights - Lab**

Entitlement

Current customers with Genesys Interactive Insights (v8.1 & v8.5) are entitled to migrate to the new **v9.0 - Genesys Customer Experience Insights**.

EOL Life Cycle Dates

End of Life Announcement Date	January 25, 2019
Last Order Date	July 24, 2019
End of Maintenance	July 28, 2020
End of Support	January 24, 2021



Frequently Asked Questions

What is the migration path from Genesys Interactive Insights to Genesys Customer Experience Insights?

- The new **Genesys Customer Experience Insights (GCXI)** is built on top of MicroStrategy while Genesys Interactive Insights (GII) is based on SAP Business objects.

Given the architectural differences between MicroStrategy and Business Objects, re-creation of the reports in GCXI is needed during migration.

Current out of the box reports from GII have been added to GCXI (plus some additional reports and dashboards). Custom reports that were built in GII should be re-created in GCXI by the customers.

How do we find the information about the new product GCXI and its offerings?

- Please refer to the Genesys Documentation page for all the details about the user guide, deployment guide and other information about the GCXI product.

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (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 honored until expiration of their validity date.

Last Order Date (LOD)

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 (EOM) Date

From this date, no releases (e. g. fixes, updates, etc.) will be available for EOL product.

End of Support (EOS) Date

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