Gplus Adapter for Workforce Management (Aspect, IEX (Nice), Teleopti, and Verint (Blue Pumpkin)) Versions 4.5, 5.0, 5.1, 5.2, and 5.3

End of Life Announcement

July 3, 2017

GENESYS™

End of Life

Last Updated: August 1, 2017

Overview

As of July 3, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Gplus Adapter for Aspect WFM	V 4.5, 5.0, 5.1, 5.2, and 5.3
Gplus Adapter for IEX WFM & Lab	V 4.5, 5.0, 5.1, 5.2, and 5.3
Gplus Adapter for Teleopti WFM & Lab	V 4.5, 5.0, 5.1, 5.2, and 5.3
Gplus Adapter for Verint WFM & Lab	V 4.5, 5.0, 5.1, 5.2, and 5.3

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

Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

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Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
v4.5 Gplus Adapter for Aspect eWFM
v4.5 Gplus Adapter for Aspect eWFM - Lab
v5.0 Gplus Adapter for Aspect eWFM
v5.0 Gplus Adapter for Aspect eWFM – Lab
v5.1 Gplus Adapter for Aspect eWFM
v5.1Gplus Adapter for Aspect eWFM – Lab
v5.2Gplus Adapter for Aspect eWFM
v5.2Gplus Adapter for Aspect eWFM – Lab
v5.3 Gplus Adapter for Aspect eWFM
v5.3 Gplus Adapter for Aspect eWFM – Lab
v4.5 Gplus Adapter for IEX TotalView
v4.5 Gplus Adapter for IEX TotalView – Lab
v5.0 Gplus Adapter for IEX TotalView
v5.0 Gplus Adapter for IEX TotalView – Lab
v5.1 Gplus Adapter for IEX TotalView
v5.1 Gplus Adapter for IEX TotalView – Lab
v5.2 Gplus Adapter for IEX TotalView
v5.2 Gplus Adapter for IEX TotalView – Lab
v5.3 Gplus Adapter for IEX TotalView
v5.3 Gplus Adapter for IEX TotalView – Lab

v4.5 Gplus Adapter for Teleopti WFM
v4.5 Gplus Adapter for Teleopti WFM – Lab
v5.0 Gplus Adapter for Teleopti WFM
v5.0 Gplus Adapter for Teleopti WFM – Lab
v5.1 Gplus Adapter for Teleopti WFM
v5.1 Gplus Adapter for Teleopti WFM – Lab
v5.2 Gplus Adapter for Teleopti WFM
v5.2 Gplus Adapter for Teleopti WFM – Lab
v5.3 Gplus Adapter for Teleopti WFM
v5.3 Gplus Adapter for Teleopti WFM – Lab
v4.5 Gplus Adapter for Verint WFM
v4.5 Gplus Adapter for Verint WFM – Lab
v5.0 Gplus Adapter for Verint WFM
v5.0 Gplus Adapter for Verint WFM – Lab
v5.1 Gplus Adapter for Verint WFM
v5.1 Gplus Adapter for Verint WFM – Lab
v5.2 Gplus Adapter for Verint WFM
v5.2 Gplus Adapter for Verint WFM – Lab
v5.3 Gplus Adapter for Verint WFM
v5.3 Gplus Adapter for Verint WFM – Lab

Major Versions

This lists all versions affected by this EOL Announcement
- Version 4.5
- Version 5.0

- Version 5.1
- Version 5.2
- Version 5.3

Supplemental Information

Reasons for EOL: These versions have all been replaced with newer versions that have newer features that make upgrade a first step to production upgrade and problem resolution.

Customer Migration Options

- Consider Genesys Workforce Management (WFM) instead of third party WFM
- Install new version of these same adapters in lab and production

Entitlement

All adapters under current maintenance agreements (whether annual or Pay Per Use) are entitled to download, installation, and support of newer versions. A new license file should be requested if the adapter will be installed on newer hardware or virtual machines. The license file will be provided at no cost, and furnished upon request by Customer Care.

EOL Life Cycle Dates

End of Life Announcement Date	July 3, 2017
Last Order Date	December 31, 2017
End of Maintenance	December 31, 2018
End of Support	June 30, 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.

Frequently Asked Questions

Why are these products in End of Life?

- Answer: The adapters all have newer versions with better features that also support newer WFM vendor features, with better performance and improved quality

What are customers' options?

- Answer: The best option is to download v6.2 (latest) as soon as possible and verify it meets requirements. Current adapter versions are compatible with older versions of Aspect, Nice, Teleopti, and Verint WFM applications.

Are there license or upgrade charges for migrating to a new adapter version?

- Answer: There is no charge for customers with current maintenance contracts. If the adapter upgrade will be installed on a different server, users and partners should request a new license file. If the customer's business requirements have changed this is a good opportunity to discover those requirements and make necessary configuration changes using Genesys and vendor's Professional Services, which is chargeable. Review the release notes to understand any impact upon WFM Real Time Adherence or historical reporting.