Genesys®

LivePerson Adapter
All Releases

End of Life

Overview

As of August 21, 2015, Genesys announces the End of Life for the products listed below

Genesys Products	Release
LivePerson Base	All Releases, including Latest Release: 8.0.0
LivePerson Chat Activity	All Releases, including Latest Release: 8.0.0
Genesys LivePerson Adapter - Lab	All Releases, including Latest Release: 8.0.0
LivePerson Web Traffic Monitoring	All Releases, including Latest Release: 8.0.0
Genesys LivePerson Adapter	All Releases, including Latest Release: 8.0.0
LivePerson Phone Activity	All Releases, including Latest Release: 8.0.0

Detail

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 on these document names to download:

❖ EOL Policy
❖ EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
LivePerson Base
LivePerson Chat Activity
Genesys LivePerson Adapter - Lab
LivePerson Web Traffic Monitoring
Genesys LivePerson Adapter
LivePerson Phone Activity

Major Versions

This lists all versions affected by this EOL Announcement

❖ All Versions

Notes

❖ Including last major version 8.0

Supplemental Information

Migration path for EOL products

❖ Genesys Web Engagement

Migration path for EOL product releases

❖ Upgrade to release v8.1.2 or higher of Genesys Web Engagement

Entitlement

❖ Every seat of LivePerson Adapter sellable item above will qualify for a seat of Genesys Web Engagement - Agent

Lifecycle Dates

Releases Available	July 1st, 2009
End of Life Announcement Date	August 21st, 2015
Last Order Date	February 21st, 2016
End of Maintenance	February 21st, 2017
End of Support	August 21st, 2017

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 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 metric), or maintenance 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

The ultimate date on which any additional product units and add-ons of an EOL product can be ordered. From and after the LOD, no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date

From this date no software 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.