

Genesys PureEngage™ On-premises & Subscription Nuance (Self Service)

End of Life Announcement

Last Updated: September 25, 2024

*****Note: Microsoft has updated the end-of-life dates for all Nuance products. Nuance products are no longer available for new sales.***

Overview

As of July 30, 2024, Genesys announced the End of Life for the Nuance products (All Services) offered as part of Genesys PureEngage On-premises and Subscription:

Genesys Product	Platform	Release	End of Support
Nuance Recognizer (Speech Recognizer)	Genesys PureEngage on-premises and Subscription	All Versions	June 30, 2026
Nuance SecuritySuite (Biometrics)	Genesys PureEngage on-premises and Subscription	All Versions	June 30, 2026
Nuance Dialog Modules (Application Components)	Genesys PureEngage on-premises and Subscription	All Versions	June 30, 2026
Nuance Vocalizer (Text-to-speech)	Genesys PureEngage on-premises and Subscription	All Versions	June 30, 2026

This announcement was based on Microsoft's end of license plan for their subscription-based products. Microsoft has since updated the end-of-life plan, and the latest dates are shown below.

EOL Life Cycle Dates

****These dates apply to Nuance subscription/term products. Nuance perpetual licensed products have already passed their end of sale/expansion sale dates.**

End of Life Announcement Date	July 30, 2024
End of Sales for New Customers	August 09, 2024
Last Expansion Order Date	June 30, 2025
End of Maintenance	June 30, 2026
End of Support	June 30, 2026

Genesys will accept Subscription and maintenance renewals after the Last Order Date provided the term ends at or prior to the End of Support date

Details

Genesys resells Nuance products as part of our self-service offering. Products based on third-party products or platforms are dependent on vendor support and are subject to the vendor's product lifecycle. Nuance has announced the end of life for premises licensing for perpetual and subscription products by 30 June 2026. Because of this end-of-life announcement, Genesys will no longer be able to offer these products to Genesys Customers.

Customers with perpetual licenses and with active maintenance contracts will be fully supported by Genesys and Nuance until the End-of-Support date - June 30, 2026. Customers may continue to use their perpetual licenses after the End-of-Support date but will be unable to receive support from Genesys or Nuance.

Customers with subscription licenses will be fully supported by Genesys and Nuance until the earliest of the End-of-Support date - June 30, 2026, or the end of their subscription term. Genesys does not intend to extend Nuance subscription terms beyond the Nuance End-of-Support date.

Note: *Nuance speech recognition and text-to-speech products are branded and sold by Nuance as "Nuance SpeechSuite". This announcement refers to the Genesys speech recognition and text-to-speech sellable items, which are based on Nuance SpeechSuite. Nuance SpeechSuite is included in the end-of-life announcement from Nuance and Genesys.*

Major Versions

The versions are affected by this EOL Announcement

- *All Versions*

Migration & Entitlement

No entitlement is offered by Genesys or Nuance due to product retirement.

Microsoft has also announced the end-of-life dates for Nuance hosted products such as Recognizer as a Service. Customers must migrate their speech applications to newer bot technologies such as those supported by Genesys Cloud.

While this presents some challenges for Nuance customers, this is an opportunity for affected customers *to upgrade and access AI-powered self- and assisted-service with Genesys Cloud CX™*.

AI-powered virtual assistants converse with your customers using natural language and voice recognition. Genesys Dialog Engine Bot Flows allow you to build virtual agents within Genesys Architect, unifying the bot and flow authoring experience for administrators, flow authors, and contact center managers.

You can create personalized, voice assistant-driven interactions that easily access and leverage customer and interaction data, and artificial intelligence across every conversation. Voicebots can escalate or transition calls — and relevant information — to agents, when needed, for seamless experiences.

Genesys Cloud Appfoundry also includes additional technologies offering alternative bot platforms, speech options and biometrics options.

The Genesys services organization has significant expertise with Genesys native and third-party speech Technologies, as well as migrations from traditional Nuance applications to bot-based applications. Genesys can help you with your replacement of your Nuance-based applications.

It's time to evolve and build a future-proof foundation for your CX success. Get started transforming your contact center today with the Genesys Cloud Advantage Plan – a seamless migration program tailored to your business needs.

Please contact your Account Manager or Genesys Product Support team for more details or assistance.

Related Documents

Click the following links for these 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 Genesys EOL products & versions that have been scheduled for EOL.

Note: products based partly or entirely on third-party products or platforms may be subject to accelerated end of life schedules due to the vendor's product lifecycle.

Frequently Asked Questions

Q: Why is Genesys retiring Nuance applications?

A: Nuance is a third-party product that is resold by Genesys. Products based on third-party products or platforms are dependent on that vendor's support and are subject to the vendor's product lifecycle.

Q: Will Genesys continue to sell Nuance applications post End of Life announcement?

A: Nuance products are no longer available for new sales. Genesys will accept expansions of the existing subscription products up to the Last Order Date. Genesys will not accept expansions after the Last Order Date. Existing subscription licenses can be renewed after the Last Order Date, with term end dates up to the End-of-Life date. Existing perpetual maintenance contracts can be renewed after the Last Order Date, with maintenance term end dates up to the End-of-Life date.

Q: What are the options for customers who want to purchase add-on licenses?

A: Add-on/expansion licenses will no longer be available after June 30, 2025. Please contact your account managers for expansion or migration options prior to June 30, 2025.

Q – Can I get extended support for Nuance products through Genesys or Nuance?

A – No. Extended support is not available through Genesys or directly from Nuance.

Q: What are customers' options?

A: Customers must migrate their application to a platform supporting bot technologies.

Genesys Cloud has support for Genesys Cloud CX Bot Flows and a range of speech technologies supported natively and in the Genesys Cloud AppFoundry.

Please contact your Account Manager or Genesys Product Support team for more details or assistance.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Name
3GP109754ACAA	Nuance Recognizer 11 - Tier 4
3GP109751ACAA	Nuance Recognizer 11 - Tier 3
3GP109798ACAA	Nuance Vocalizer TTS v7.0
3GP109736ACAA	HA - Nuance Recognizer 11 - Tier 4
3GP109735ACAA	HA - Nuance Recognizer 11 - Tier 3
3GP109754ACAA-SUB	Nuance Recognizer 11 - Tier 4 - SUB
3GP109746ACAA	Nuance Recognizer 11 - Tier 2
3GP109796ACAA	HA Nuance Vocalizer TTS v7.0
3GP109751ACAA-SUB	Nuance Recognizer 11 - Tier 3 - SUB
3GP109736ACAA-SUB	HA - Nuance Recognizer 11 - Tier 4 - SUB
3GP109761ACAA	Nuance Recognizer 11 -Tier 3 - 2nd Lng
3GP109746ACAA-SUB	Nuance Recognizer 11 - Tier 2 - SUB
3GP109798ACAA-SUB	Nuance Vocalizer TTS v7.0 - SUB
3GP109755ACAA	Nuance Recognizer 11 - Tier 4 - 2nd Lng
3GP109735ACAA-SUB	HA - Nuance Recognizer 11 - Tier 3 - SUB
3GP109776ACAA	Nuance Vocalizer TTS v7.0 Addl Voice
3GP109741ACAA	HA - Nuance Recognizer 11 -Tier3-2nd Lng
3GP109742ACAA	HA - Nuance Recognizer 11 -Tier4-2nd Lng
3GP109756ACAA	Nuance Recognizer 11 - Tier 4 - 3+ Lng
3GP109796ACAA-SUB	HA Nuance Vocalizer TTS v7.0 - SUB
3GP109752ACAA	Nuance Recognizer 11 - Tier 3 - Lab
3GP109762ACAA	Nuance Recognizer 11 -Tier 3 - 3+ Lng
3GP109757ACAA	Nuance Recognizer 11 - Tier 4 - Lab
3GP109734ACAA-SUB	HA - Nuance Recognizer 11 - Tier 2 - SUB

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3GP109753ACAA	Nuance Recognizer 11 - Tier 3-Tier 4 Upg
3GP20284ACAA - SUB	Nuance NDM 6.1 Core US_EN - T2-T4 - SUB
3GP20289ACAA	Nuance NDM 6.1 Address
3GP109761ACAA-SUB	Nuance Recognizer 11 -Tier 3 - 2nd Lng - SUB
3GP109800ACAA	Nuance Vocalizer TTS v7.0 - Lab
3GP109734ACAA	HA - Nuance Recognizer 11 - Tier 2
3GP109773ACAA	HA Nuance Vocalizer TTS v7.0 Addl Voice
3GP20282ACAA	Nuance NDM 6.1 Name
3GP109793ACAA	Nuance Vocalizer TTS v7.0 Addl Voice - Lab
3GP20284ACAA	Nuance NDM 6.1 Core US_EN - T2-T4
3GP111072ACAA	HA - Nuance Dragon Voice for Speech Suite 11
3GP20293ACAA - SUB	HA Nuance NDM 6.1 Core US_EN - T2-T4 - SUB
3GP109741ACAA-SUB	HA - Nuance Recognizer 11 -Tier3-2nd Lng - SUB
3GP109749ACAA	Nuance Recognizer 11 - Tier 2-Tier 3 Upg
3GP111071ACAA	Nuance Dragon Voice for Speech Suite 11
3GP111071ACAA-SUB	Nuance Dragon Voice for Speech Suite 11 - SUB
3GP20292ACAA	HA Nuance NDM 6.1 Core 3+ Langs - T2-T4
3GP109757ACAA-SUB	Nuance Recognizer 11 - Tier 4 - Lab - SUB
3GP109760ACAA	Nuance Recognizer 11 -Tier 2 - 2nd Lng
3GP109776ACAA-SUB	Nuance Vocalizer TTS v7.0 Addl Voice - SUB
3GP109747ACAA	Nuance Recognizer 11 - Tier 2 - 3+ Lng
3GP20293ACAA	HA Nuance NDM 6.1 Core US_EN - T2-T4
3GP20288ACAA	HA - Nuance NDM 6.1 Address
3GP109738ACAA	HA - Nuance Recognizer 11 -Tier 3-3+ Lng
3GP20283ACAA	Nuance NDM 6.1 Core US_EN - T2-T4 - Lab
3GP109788ACAA	Nuance Recognizer 11 - Tier 3 - Tier 4 - 3+Lng Upg
3GP20290ACAA	HA - Nuance NDM 6.1 Name
3GP109789ACAA	HA - Nuance Recognizer 11 - Tier 4 - Lab
3GP109747ACAA-SUB	Nuance Recognizer 11 - Tier 2 - 3+ Lng - SUB
3GP109773ACAA-SUB	HA Nuance Vocalizer TTS v7.0 Addl Voice - SUB
3GP109800ACAA-SUB	Nuance Vocalizer TTS v7.0 - Lab - SUB
3GP109739ACAA	HA - Nuance Recognizer 11 -Tier 4-3+ Lng
3GP112924ACAA	Nuance Insights for IVR v3.1 - Standard
3GP109750ACAA	Nuance Recognizer 11 - Tier 2toTier4Upg
3GP20286ACAA	Nuance NDM 6.1 Core 2nd Lang - T2-T4
3GP109789ACAA-SUB	HA - Nuance Recognizer 11 - Tier 4 - Lab - SUB
3GP112925ACAA	Nuance Insights for IVR v3.1 - Ad-hoc reports add-on
3GP109748ACAA	Nuance Recognizer 11 - Tier 2 - Lab
3GP111263ACAA	Nuance SecuritySuite 12 - System - PEP
3GP109752ACAA-SUB	Nuance Recognizer 11 - Tier 3 - Lab - SUB
3GP109793ACAA-SUB	Nuance Vocalizer TTS v7.0 Addl Voice - Lab - SUB
3GP50524ACAA	US Address Update Monthly Service
3GP20287ACAA	Nuance NDM 6.1 Address - Lab
3GP109784ACAA	HA - Nuance Recognizer 11 - Tier 3 - Tier 4 Upg
3GP109737ACAA-SUB	HA - Nuance Recognizer 11 -Tier 2-3+ Lng - SUB
3GP109790ACAA	Nuance Recognizer 11- Tier 4 - 2nd Lang - Lab
3GP112284ACAA-SUB	Nuance Vocalizer Offline v7.0 - SUB
3GP112936ACAA	HA - Nuance Insights for IVR v3.1 - Standard
3GP20281ACAA	Nuance NDM 6.1 Name - Lab
3GP109748ACAA-SUB	Nuance Recognizer 11 - Tier 2 - Lab - SUB
3GP20291ACAA	HA Nuance NDM 6.1 Core 2nd Lang - T2-T4
3GP109794ACAA-SUB	HA - Nuance Vocalizer TTS v7.0 - Lab - SUB
3GP20285ACAA	Nuance NDM 6.1 Core 3+ Langs - T2-T4
3GP111260ACAA	HA - Nuance Recognizer 11 - Tier 4 - 2nd Lng Lab

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3GP115514ACAA	Nuance Insights for IVR - Tableau Cluster
3GP112926ACAA	Nuance Insights for IVR v3.1 - Additional 5 users
3GP109763ACAA-SUB	HA - Nuance Recognizer 11 - Tier 2 - Lab - SUB
3GP109794ACAA	HA - Nuance Vocalizer TTS v7.0 - Lab
3GP109780ACAA-SUB	HA - Nuance Recognizer 11 - Tier 3 - Lab - SUB
3GP111073ACAA-SUB	Nuance Dragon Voice for Speech Suite 11 - Lab - SUB
3GP84256ACAA	Nuance NDM 6.1 City State Address Extension Bundle
3GP20289ACAA - SUB	Nuance NDM 6.1 Address - SUB
3GP07270ACAA	v7.0 - SSFT Speak Freely
3GP109740ACAA	HA - Nuance Recognizer 11 -Tier2-2nd Lng
3GP115532ACAA	HA - Nuance Insights for IVR - Tableau Cluster
3GP20288ACAA-SUB	HA - Nuance NDM 6.1 Address - SUB
3GP111266ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 1 - PEP
3GP109795ACAA	HA - Nuance Vocalizer TTS v7.0 Addl Voice - Lab
3GP109781ACAA-SUB	Nuance Recognizer 11 - Tier 3 - 2nd Lang - Lab - SUB
3GP107725ACAA	HA - Nuance NDM 6.1 Address - Lab
3GP109780ACAA	HA - Nuance Recognizer 11 - Tier 3 - Lab
3GP111073ACAA	Nuance Dragon Voice for Speech Suite 11 - Lab
3GP109786ACAA	HA - Nuance Recognizer 11 - Tier 3 - Tier 4 Lab Upg
3GP109737ACAA	HA - Nuance Recognizer 11 -Tier 2-3+ Lng
3GP109785ACAA	Nuance Recognizer 11 - Tier 3 - Tier 4 Lab Upg
3GP111074ACAA	HA - Nuance Dragon Voice for Speech Suite 11 - Lab
3GP109764ACAA	Nuance Recognizer 11 - Tier 2 - 2nd Lang - Lab
3GP20287ACAA - SUB	Nuance NDM 6.1 Address - Lab - SUB
3GP112284ACAA	Nuance Vocalizer Offline v7.0
3GP112274ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 6 - PEP
3GP112271ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 5 - PEP
3GP109745ACAA	Nuance Recognizer 11 - DTMF - Lab
3GP109743ACAA	Nuance Recognizer 11 DTMF - Tier 2 Upg
3GP109763ACAA	HA - Nuance Recognizer 11 - Tier 2 - Lab
3GP84254ACAA	Nuance NDM 6.1 City State Address Extension
3GP109733ACAA	HA - Nuance Recognizer 11 - DTMF only
3GP109744ACAA	Nuance Recognizer 11 - DTMF
3GP109766ACAA	HA - Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab
3GP109769ACAA	HA - Nuance Recognizer 11 - Tier 2-Tier 3 Lab Upg
3GP109767ACAA	HA - Nuance Recognizer 11 - Tier 2-Tier 3 Upg
3GP109777ACAA	HA - Nuance Recognizer 11 - Tier 2-Tier 4 Lab Upg
3GP109792ACAA	HA - Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab
3GP109765ACAA	Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab
3GP109770ACAA	Nuance Recognizer 11 - Tier 2-Tier 3 - 2nd Lang Upg
3GP109768ACAA	Nuance Recognizer 11 - Tier 2-Tier 3 Lab Upg
3GP109778ACAA	Nuance Recognizer 11 - Tier 2-Tier 4 - 2nd Lang Upg
3GP109779ACAA	Nuance Recognizer 11 - Tier 2-Tier 4 - 3+ Lng - Upg
3GP109775ACAA	Nuance Recognizer 11 - Tier 2-Tier 4 Lab Upg
3GP109781ACAA	Nuance Recognizer 11 - Tier 3 - 2nd Lang - Lab
3GP109782ACAA	Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab
3GP109774ACAA	HA - Nuance Recognizer 11 - Tier 2-Tier 4 Upg
3GP111259ACAA	HA - Nuance Recognizer 11 - Tier 3 - 2nd Lng Lab
3GP109783ACAA	HA - Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab
3GP109787ACAA	Nuance Recognizer 11 - Tier 3 - Tier 4 - 2nd Lang Upg
3GP109791ACAA	Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab
3GP111258ACAA	HA - Nuance Recognizer 11 - Tier 2 - 2nd Lng - Lab
3GP111269ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 4 - PEP
3GP111268ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 3 - PEP

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3GP111267ACAA	Nuance SecuritySuite 12-Audio Auth&Fraud Trans Tier 2 - PEP
3GP111264ACAA	Nuance SecuritySuite 12 - Test/Dev Lab System - PEP
3GP21957ACAA	HA - Nuance NDM 6.1 E-mail
3GP21958ACAA	HA - Nuance NDM 6.1 Spelling
3GP21959ACAA	Nuance NDM 6.1 E-mail
3GP21960ACAA	Nuance NDM 6.1 Spelling
3GP107720ACAA	HA - Nuance NDM 6.1 Core US_EN - T2-T4 - Lab
3GP107721ACAA	Nuance NDM 6.1 Core 2nd Lang - T2-T4 - Lab
3GP107722ACAA	HA - Nuance NDM 6.1 Core 2nd Lang - T2-T4 - Lab
3GP107723ACAA	Nuance NDM 6.1 Core 3+ Langs - T2-T4 - Lab
3GP107724ACAA	HA - Nuance NDM 6.1 Core 3+ Langs - T2-T4 - Lab
3GP107726ACAA	HA - Nuance NDM 6.1 City State Address Extension
3GP107727ACAA	HA - Nuance NDM 6.1 City State Address Extension Bundle
3GP107728ACAA	HA - Nuance NDM 6.1 Name - Lab
3GP107730ACAA	HA - Nuance NDM 6.1 E-mail - Lab
3GP107732ACAA	HA - Nuance NDM 6.1 Spelling - Lab
3GP107734ACAA	HA - Nuance NDM 6.1 City State Address Extension - Lab
3GP107736ACAA	HA - Nuance NDM 6.1 City State Address Extension Bundle-Lab
3GP20283ACAA - SUB	Nuance NDM 6.1 Core US_EN - T2-T4 - Lab - SUB
3GP20290ACAA - SUB	HA - Nuance NDM 6.1 Name - SUB
3GP20282ACAA - SUB	Nuance NDM 6.1 Name - SUB
3GP109742ACAA-SUB	HA - Nuance Recognizer 11 -Tier4-2nd Lng - SUB
3GP109755ACAA-SUB	Nuance Recognizer 11 - Tier 4 - 2nd Lng - SUB
3GP109790ACAA-SUB	Nuance Recognizer 11- Tier 4 - 2nd Lang - Lab - SUB
3GP115059ACAA-SUB	HA - Nuance Dialog Engine for Speech Suite - SUB
3GP115061ACAA-SUB	HA - Nuance Dialog Engine for Speech Suite - Lab - SUB
3GP115060ACAA-SUB	Nuance Dialog Engine for Speech Suite - Lab - SUB
3GP20291ACAA - SUB	HA Nuance NDM 6.1 Core 2nd Lang - T2-T4 - SUB
3GP20292ACAA - SUB	HA Nuance NDM 6.1 Core 3+ Langs - T2-T4 - SUB
3GP20285ACAA - SUB	Nuance NDM 6.1 Core 3+ Langs - T2-T4 - SUB
3GP20286ACAA - SUB	Nuance NDM 6.1 Core 2nd Lang - T2-T4 - SUB
3GP109795ACAA-SUB	HA - Nuance Vocalizer TTS v7.0 Addl Voice - Lab - SUB
3GP109739ACAA-SUB	HA - Nuance Recognizer 11 -Tier 4-3+ Lng - SUB
3GP109738ACAA-SUB	HA - Nuance Recognizer 11 -Tier 3-3+ Lng - SUB
3GP109760ACAA-SUB	Nuance Recognizer 11 -Tier 2 - 2nd Lng - SUB
3GP109762ACAA-SUB	Nuance Recognizer 11 -Tier 3 - 3+ Lng - SUB
3GP111072ACAA-SUB	HA - Nuance Dragon Voice for Speech Suite 11 - SUB
3GP109782ACAA-SUB	Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab - SUB
3GP109791ACAA-SUB	Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab - SUB
3GP115091ACAA-SUB	Nuance Recognizer 11 - Tier 4 - 3+ Lng - SUB
3GP115057ACAA-SUB	Nuance Dialog Engine for Speech Suite - SUB
3GP109783ACAA-SUB	HA - Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab - SUB
3GP111074ACAA-SUB	HA - Nuance Dragon Voice for Speech Suite 11 - Lab - SUB
3GP109765ACAA-SUB	Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab - SUB
3GP109764ACAA-SUB	Nuance Recognizer 11 - Tier 2 - 2nd Lang - Lab - SUB
3GP111258ACAA-SUB	HA - Nuance Recognizer 11 - Tier 2 - 2nd Lng - Lab - SUB
3GP111260ACAA-SUB	HA - Nuance Recognizer 11 - Tier 4 - 2nd Lng Lab - SUB
3GP111259ACAA-SUB	HA - Nuance Recognizer 11 - Tier 3 - 2nd Lng Lab - SUB
3GP109792ACAA-SUB	HA - Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab - SUB
3GP109766ACAA-SUB	HA - Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab - SUB
3GP109740ACAA-SUB	HA - Nuance Recognizer 11 -Tier2-2nd Lng - SUB

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 honored 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.