Genesys Quality Management (Zoom)

v8.0 and v8.1

End of Life Announcement
29th July 2016

End of Life

Last Updated: July 28, 2016

Overview

As of 29 July 2016, Genesys announces the End of Life for the products listed below from Zoom (OEM)

Genesys Products	Release
Genesys Quality Management (Zoom)	v8.0 and v8.1

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: 29th July 2016
- ❖ Last Order Date: 1st January 2017
- ❖ End of Maintenance: 1st January 2018
- ❖ End of Support: 1st July 2018

Related Documents

Click here to view the following documents:

- ❖ EOL Policy
- ❖ EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
v8.0 - HA - QM - Call Recording
v8.0 - HA - QM - Quality Mgr and Access
v8.0 - QM - CR to Quality Mgr Upgrade
v8.0 - QM - Call Recording
v8.0 - QM - Quality Management Lab
v8.0 - QM - Quality Mgr
v8.0 - QM - Quality Mgr & Screen Capture
v8.0 - QM - Screen Capture Upgrade
v8.1 - HA - QM - Call Recording
v8.1 - HA - QM - Quality Mgr and Access
v8.1 - QM - Call Recording
v8.1 - QM - CR to Quality Mgr Upgrade
v8.1 - QM - Quality Management Lab
v8.1 - QM - Quality Mgr
v8.1 - QM - Screen Capture Upgrade
v8.1 - QM - Quality Mgr & Screen Capture

Major Versions

This lists all versions affected by this EOL Announcement

❖ All versions

Supplemental Information

Prior to version 8.5 of Genesys Interaction Recording and Quality Management, Zoom International collaborated with Genesys via an OEM agreement to provide Interaction Recording and Quality Management software.

On 28th of April 2016, Zoom within its rights of the OEM agreement terminated their relationship with Genesys advising that this relationship will end on the 29th of July 2016.

Customer Choices for New Product Purchase

❖ Customers who hold Genesys Quality Management version 8.0 or 8.1 Licenses can apply to upgrade these licenses to Genesys Interaction Recording (inclusive of Screen Recording) and Quality Management v8.5 replacement.

❖ One Seat of v8.0/v8.1 products will be replaced with the corresponding Port/Seat of v8.5 Genesys Interaction Recording (inclusive of Screen Recording) or Quality Management.

Entitlement

Genesys Product EOL	Replacement Genesys Product
v8.0 - HA - QM - Call Recording	v8.5 Interaction Recording Voice HA
v8.0 - HA - QM - Quality Mgr and Access	v8.5 Interaction Recording Voice HA and v8.5 Quality Management
v8.0 - QM - CR to Quality Mgr Upgrade	v8.5 Quality Management
v8.0 - QM - Call Recording	v8.5 Interaction Recording Voice
v8.0 - QM - Quality Management Lab	v8.5 - Genesys Screen Recording – Lab, v8.5 - Interaction Rec. - Voice – Lab
v8.0 - QM - Quality Mgr	v8.5 Interaction Recording Voice and v8.5 Quality Management
v8.0 - QM - Quality Mgr & Screen Capture	v8.5 Interaction Recording Voice, v8.5 Quality Management and v8.5 Screen Recording
v8.0 - QM - Screen Capture Upgrade	v8.5 Genesys Screen Recording
v8.1 - HA - QM - Call Recording	v8.5 Interaction Recording Voice HA
v8.1 - HA - QM - Quality Mgr and Access	v8.5 Interaction Recording Voice HA and v8.5 Quality Management
v8.1 - QM - Quality Management Lab	v8.5 - Genesys Screen Recording – Lab, v8.5 - Interaction Rec. - Voice – Lab
v8.1 - QM - Call Recording	v8.5 Interaction Recording Voice
v8.1 - QM - CR to Quality Mgr Upgrade	v8.5 Quality Management
v8.1 - QM - Quality Mgr	v8.5 Interaction Recording Voice and v8.5 Quality Management
v8.1 - QM - Screen Capture Upgrade	v8.5 Genesys Screen Recording
v8.1 - QM - Quality Mgr & Screen Capture	v8.5 Interaction Recording Voice, v8.5 Quality Management and v8.5 Screen Recording

EOL Life Cycle Dates

End of Life Announcement Date	July 29, 2016
Last Order Date	January 1, 2017
End of Maintenance	January 1, 2018
End of Support	July 1, 2018

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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 cease.

Frequently Asked Questions

Can new customers buy Zoom products?

Answer: No – Net new logo orders end July 29th, 2016

Can existing Zoom customers buy additional license?

Answer: Yes – Add on sales to existing zoom customer may be sold untill January 1st 2017. On January 1st 2017, all add on sales of Zoom will end.

How is migration supported?

Answer: All migration projects will be a paid PS engagement and follow the PS project methodology. Methodology is inclusive of discovery of call flows and recording requirements, deployment architectural design as well as migration of media assets and metadata via our zoom migration utility.