

# SpeechMiner (GIA, QM & GIR UI) 8.0, 8.1, 8.5.0, 8.5.2, 8.5.3

## End of Life Announcement April 30, 2018

**Note:**

To ensure adherence to the EOL policy, please contact Release Management before filling out this document

# End of Life

Last Updated: April 20, 2018

## Overview

As of April 30, 2018, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
SpeechMiner (Genesys Interaction Analytics, Quality Management & Genesys Interaction Recording UI)	8.0
	8.1
	8.5.0
	8.5.2
	8.5.3

## 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:

<b>Genesys Products / Sellable Items</b>
<b>v8.0 - Coaching</b>
<b>v8.0 - Quality Management</b>
<b>v8.0 - Speech Analytics</b>
<b>v8.0 - Speech Analytics - Lab</b>
<b>v8.0 - Speech Analytics Add'l Language</b>
<b>v8.0 - Text Analytics (25 seats)</b>
<b>v8.1 - Coaching</b>
<b>v8.1 - Quality Management</b>
<b>v8.1 - Speech Analytics</b>
<b>v8.1 - Speech Analytics - Lab</b>
<b>v8.1 - Speech Analytics Add'l Language</b>
<b>v8.1 - Text Analytics (25 seats)</b>

## Major Versions

This lists all versions affected by this EOL Announcement

- Version 8.0
- Version 8.1
- Version 8.5.0
- Version 8.5.2
- Version 8.5.3

## Supplemental Information

Old versions of SpeechMiner are being retired (End of Life) as all equivalent functionality is now available in the latest releases (8.5.511+) and this EOL Announcement aims to motivate customers to migrate to modern versions of the product.

After EOL announcement, 2 existing major versions will remain:

- Version 8.5.4
- Version 8.5.5

### Customer Choices for New Product Purchase

- SpeechMiner 8.5.5+ (i.e. latest is 8.5.511)

### Entitlement

All entitlements would transfer over to the latest version (i.e. from v8.0 or v8.1 to v8.5)

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	<b>April 30, 2018</b>
<b>Last Order Date</b>	<b>October 30, 2018</b>
<b>End of Maintenance</b>	<b>October 30, 2019</b>
<b>End of Support</b>	<b>April 30, 2020</b>



## 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 will be ceased.