

Genesys Engage™ on-premises UC Connect

End of Life Announcement
September 30th, 2020

End of Life

Last Updated: [September 15th, 2020](#)

Overview

As of [September 30th, 2020](#), Genesys™ announces the End of Life / Genesys support for the legacy UC Connect products listed below:

Genesys Products	Release	End of Support
UC Connect	v 8.0	September 30th, 2022

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.

Major Versions

This lists all versions affected by this EOL Announcement

- [Version 8.0](#)

Supplemental Information

As technology and markets change, Genesys evolves their products by providing new releases of the solution. Genesys decides to discontinue the legacy **Genesys UC Connect** solution as its components are outdated and no longer supported with other v8.x solutions. It is recommended customers to upgrade to **Genesys Smart Link**, which is directly integrated with **Genesys Customer Interaction Management (CIM)** platform.

Upgrade benefits

- Ability to integrate your contact center media interactions capabilities within Genesys Voice Platform (GVP).

Migration & Entitlement

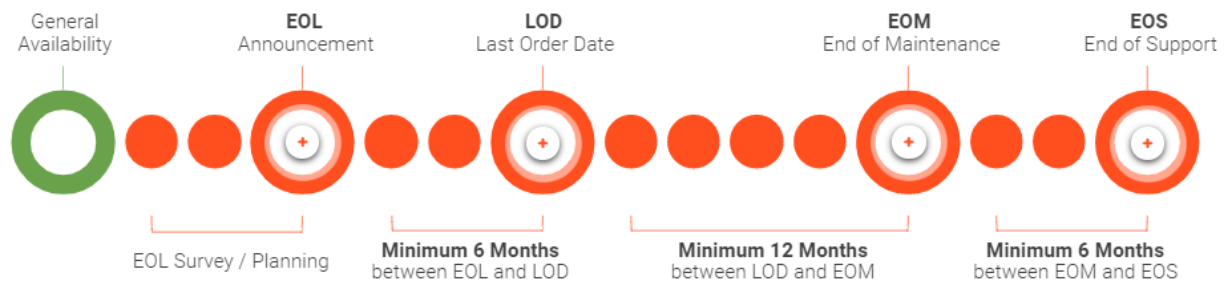
For products that have a migration path, customers on active maintenance will need to submit a request to Genesys licensing for upgrade.

For details, please refer to the **Affected Products & Migration Path** section ([Page 5](#)) in this document.

EOL Life Cycle Dates

Here are the EOL Life Cycle Dates:

End of Life Announcement Date	September 30th, 2020
Last Order Date	March 31st, 2021
End of Maintenance	March 31st, 2022
End of Support	September 30th, 2022



Frequently Asked Questions

Why is Genesys retiring the UC Connect products?

- **Answer:** Genesys decides to discontinue the legacy **Genesys UC Connect** solution as its components are outdated and no longer supported with other v8.x solutions.

Are there changes or costs for licensing or the upgrade?

- **Answer:** There is no charge for customers with current maintenance contracts. If the customer's business requirements have changed, then this represents a good opportunity to discover those requirements and make necessary configuration changes with Genesys using Professional Services.

Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP08640ACAA	v8.0 - UC Connect	Alternative product	v8.1 - Genesys Smart Link	3GP09049ACAA
3GP08641ADAA	v8.0 - UC Connect - Lab	Alternative product	v8.1 - Genesys Smart Link - Lab	3GP09047ADAA
3GP08708ACAA	v8.0 - HA - UC Connect	Alternative product	v8.1 - Genesys Smart Link - HA	3GP09048ACAA

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.