Genesys PureEngage™ On-premises & Subscription
Virtual Hold Platform v8

End of Life Announcement

March 31, 2022

End of Life

Last Updated: March 21, 2022

Overview

As of March 31, 2022, Genesys announces the End of Life for the Virtual Hold Platform v8 for Genesys PureEngage On-premises and Subscription:

Genesys Product	Platform	Release	End of Support
Virtual Hold Platform (VHT)	Genesys PureEngag on-premises	v8	December 31, 2023
Virtual Hold Platform (VHT)	Genesys PureEngage Subscription	v8	December 31, 2023

EOL Life Cycle Dates

End of Life Announcement Date	March 31, 2022
Last Order Date	April 30, 2022
End of Maintenance	December 31, 2022
End of Support	December 31, 2023

Details

Virtual Hold Platform v8 (Genesys products) are based on 3rd party services VHT (Virtual Hold Technology). VHT (Virtual Hold Technology) has announced the end of sale on April 30, 2022. VHT services will reach the end of maintenance on December 31, 2022 and will reach the end of support on December 31, 2023. Because of this end of sale, Genesys must retire the Virtual Hold Platform v8 applications. Customers on active maintenance contracts will be fully supported by Genesys till December 31, 2023 (i.e. End-of-Support date).

Major Versions

The versions are affected by this EOL Announcement

- All Versions (v8)

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

To maintain certain functionality, Genesys recommends customers using Genesys VHT (Virtual Hold Platform) to move to Genesys callback or migrate directly to VHT for VHT Mindful Platform before Genesys ends support on December 31, 2023.

For customers willing to move to Genesys Callback (GMS) On-Premises:

Genesys Callback provides a single platform across the IVR, Web and Mobile touchpoints, offering a seamless integration with the contact center without needing to replace the telephony infrastructure. The goal is to offer a consolidated approach to callback, replacing callback functionality from other Genesys products: Web Callback, Genesys Mobile Engagement (GME) Callback and Voice Callback.

- please visit this link for further information - Genesys Callback (GMS).

For customers migrating to or currently have the Genesys Choice offer:

Genesys Engagement Service (Callback). This is included in Voice 1.

Please get in touch with your Account Manager for migration detail.

- please visit this link for further information - Genesys Callback Private Edition Guide.

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 that 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 VHT applications?

A: Virtual Hold Platform (VHT) Genesys products are based on 3rd party services VHT (Virtual Hold Technology) and they are ending the sale of premise licensing (for perpetual and subscription) by April 30, 2022. Because of this framework retirement, Genesys must retire the Virtual Hold Platform (VHT) Genesys applications.

Q: Why is Genesys retiring these applications so soon?

A: Products based on third-party products or platforms are dependent on that vendor's support and are subject to the vendor's product lifecycle. Virtual Hold Platform (VHT) Genesys applications are based on 3rd party services VHT (Virtual Hold Technology) and will reach end of support on December 31, 2023, so Genesys will be unable to offer software patches, security updates or other fixes after that date. Customers will continue to get support and bug fixes as long as their care contract is in place till December 31st, 2022 (End-of-Maintenance date).

Q: what are the options for customers who wants to expand licenses?

A: Please contact your Account Manager for expansion or migration option.

Q: What are customers' options?

A: To maintain certain functionality, customers should work with VHT directly or contact Genesys account managers for migrating to VHT Mindful Cloud (VHT SaaS solution)
(i) Customer willing to continue with Genesys Engage On-premises - Genesys recommends VHT customers to migrate to Genesys Callback (GMS)
(ii) For Genesys Choice customers – Genesys recommends customers to migrate to Genesys Engagement Service (Callback).
This is included in Voice 1.

Affected Products

Products affected by this EOL announcement:

APN Number	Sellable Item - Product
3GP20297ACAA	Virtual Hold Scheduling Upgrade - v8
3GP89935ACAA	Virtual Hold Platform v8.8
3GP20303ACAA	Virtual Hold Platform v8
3GP82058ACAA	Virtual Hold Platform v8.4
3GP90321ACAA-SUB	Virtual Hold Platform Voice Only v8.8 - Lab - SUB
3GP89938ACAA-SUB	Virtual Hold CB Multichannel v8.8 - SUB
3GP89937ACAA-SUB	Virtual Hold Platform w CB v8.8 - Lab - SUB
3GP89936ACAA-SUB	Virtual Hold CB Platform v8.8 - SUB
3GP89935ACAA-SUB	Virtual Hold Platform v8.8 - SUB
3GP89940ACAA-SUB	Virtual Hold CB Platform v8.8 HA Option - SUB
3GP89939ACAA-SUB	Virtual Hold Display Adapter v8.8 - SUB
3GP89922ACAA-SUB	Virtual Hold v8.8 - HA - SUB
3GP89922ACAA	Virtual Hold v8.8 - HA
3GP20302ACAA	Virtual Hold v8 - HA
3GP82064ACAA	Virtual Hold v8.4 - HA
3GP89937ACAA	Virtual Hold Platform w CB v8.8 - Lab
3GP20301ACAA	Virtual Hold Platform w CB v8 - Lab
3GP90321ACAA	Virtual Hold Platform Voice Only v8.8 - Lab
3GP90322ACAA	Virtual Hold Platform Voice Only v8.4 - Lab
3GP82063ACAA	Virtual Hold Platform w CB v8.4 - Lab
3GP20304ACAA	Virtual Hold Display Adapter v8
3GP89939ACAA	Virtual Hold Display Adapter v8.8
3GP82061ACAA	Virtual Hold Display Adapter v8.4
3GP89940ACAA	Virtual Hold CB Platform v8.8 HA Option
3GP20299ACAA	Virtual Hold CB Platform v8 - HA Option
3GP82062ACAA	Virtual Hold CB Platform v8.4 HA Option
3GP89938ACAA	Virtual Hold CB Multichannel v8.8
3GP20298ACAA	Virtual Hold CB Multichannel v8
3GP82059ACAA	Virtual Hold CB Multichannel v8.4
3GP89936ACAA	Virtual Hold CB Platform v8.8
3GP20300ACAA	Virtual Hold CB Platform v8
3GP82060ACAA	Virtual Hold CB Platform v8.4

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.