EOL Announcement for Voice Treatment Option (All Versions)

Publish Date: August 28, 2013
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Overview:

As of August 28, 2013, Genesys announces the End of Life for the products listed below:

- Voice Treatment Option (VTO), all versions
- Express VTO, all versions

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
- Last Order Date
- End of Maintenance
- End of Support

Click on these document names to download the EOL Policy and EOL Life Cycle Table.

If you have obtained this document from Xchange and do not have access to the Genesys Customer Care website, please click here to access the related documents on Xchange.

Products and Major Versions:

- VTO version 7.0
- Express VTO versions 4.1 through 4.6 and version 8.0

Supplemental Information:

VTO software was last updated in 2005 and has been on maintenance ever since. The hardware requirements of VTO are no longer supported (Windows NT/2000), the Dialogic boards are no longer sold, and the related Genesys software is obsolete (6.5 and 7.0).

VTO was a software solution to enhance call routing decisions by caller input, DTMF collection in support of call routing, and call queuing treatments. VTO also provided agent personal greetings support. It supported multi-tenant environments. VTO did not support ASR or TTS and had no legacy system access. It was only an integrated, behind the PBX, solution. VTO particularly provided enhanced "off-PBX" call parking and queuing.

VTO configurations and applications cannot be migrated and there is no benefit to exploring this beyond defining what the applications were intended to do.

A customer wanting to replace VTO functionality can choose from two Genesys offerings: SIP Qualification and Parking and/or Genesys Voice Platform.

SIP Qualification and Parking

SIP Qualification and Parking (SQP), released in 2013, offers customers the means to the following tasks which more than cover VTO capabilities:

Network Call Parking

SQP can be used to park SIP calls in the cloud, delivering them to a premise agent as directed by Genesys. This allows centralized call parking with a benefit of more efficient call parking use. Note that this will require purchase of Network Voice or Network SIP for agents at the premise.

Simple IVR

It is possible to build simple DTMF menus within a routing strategy. This simplest model is similar to a feature provided historically by a network IVR – identification of a call need (for example, language) so that the call can be routed to an appropriate premise for further processing. Simple menus trees can be built and used to collect information and route calls. Development and maintenance of these trees may be complex when using Genesys Interaction Routing Designer (IRD) or Composer Route.

Intelligent Queuing and Treatment

A routing strategy can provide intelligent control over the treatment provided to the caller. This could be based on caller preferences, previous interactions, or current context. When combined with Genesys Conversation Manager, the capability becomes very rich.

SIP Qualification and Parking is the natural replacement product for VTO capabilities. However, SQP does not offer speech support nor VoiceXML and is similar to VTO in that regard. Customers who need those capabilities should purchase GVP ports even if they deploy in a routing-controlled SQP configuration.

SQP is a pure SIP VoIP solution, whereas VTO was purely TDM. However, the SQP software can run in a TDM world via a media gateway.

Genesys Voice Platform

Genesys Voice Platform (GVP) and its media services go well beyond the capabilities of VTO, offering a highly integrated, multi-functional self-service solution with speech support, multi-tenancy, sophisticated call reporting, and media services such as call parking, outbound dialing, and special treatment support for Genesys routing offerings. Since GVP offers much more than VTO, this might be the right time for customers to consider bringing greater power to their call center operations.

Customer Choice, New Product Purchase

Whether the customer chooses SQP and/or GVP, there is no VTO entitlement to these products. These options constitute new purchases. SQP is a per port entitlement license purchase on top of SIP Server with media services. GVP is a per port entitlement and a fully-contained product offering.

Express VTO

Express has a sellable option for VTO functionality called Express VTO. Express VTO is EOL in direct coupling to the EOL of VTO itself.

SIP Qualification and Parking is an option for Express VTO customers, as outlined above. Express contains SIP Server, media server and routing packaging that would support SQP.

Express VTO customers do not have entitlement to SQP; they must purchase SQP to obtain its functional equivalency to VTO.

EOL Lifecycle Dates:

End of Life Announcement Date: August 28, 2012

Last Order Date: February 28, 2013

End of Maintenance Date: February 28, 2014

End of Support Date: August 28, 2015

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 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 metric), or maintenance 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 product units and add-ons of an EOL product can be ordered. From and after the LOD, no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date: From this date no software 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.

EOL FAQs:

Question: Why EOL VTO?

Answer: VTO has not had any new development since 2007.
Its underlying technology, Dialogic TDM, is obsolete and itself EOL.   VTO was based on Windows 2003 and Genesys now offers Windows 2008 or higher as supported solutions, with some exceptions.

Question: Why are VTO customers not entitled to SQP?

Answer: SIP Qualification and Parking is based on new technology (SIPS, Media Server) and hence the customer is getting greater value and a new architecture. Though it offers some similar functionality, SQP is not the next version of VTO, and the VTO entitlement does not apply to SQP.