

PureEngage Watson Connector version 8.1

End of Life Announcement
September 7, 2017

Last Updated: [August 31, 2017](#)

Overview

As of [September 7, 2017](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Watson Connector	8.1

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:

Genesys Products / Sellable Items
v8.1 – Watson Connector
v8.1 – Watson Connector – Lab

Major Versions

This lists all versions affected by this EOL Announcement

- v 8.1

Supplemental Information

Watson Connector was created for reporting revenue to IBM related to Watson-Genesys deployments. Genesys is no longer required to report revenue to IBM of Genesys-Watson integrations.

Watson Connector does not contain any software component.

Customer Choices for New Product Purchase

- Not Applicable

Entitlement

There is no entitlement associated with this EOL.

EOL Life Cycle Dates

End of Life Announcement Date	September 7, 2017
Last Order Date	September 7, 2017
End of Maintenance	September 7, 2017
End of Support	September 7, 2017



Frequently Asked Questions

Why the EOL Life Cycle Dates are all on the same date?

- This is an entitlement tool to report income on an integration use case, with no product counterpart. Therefore, periods between EOL, LOD, EOM and EOS do not apply. They will be ended at the same time.

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.