

# Genesys Engage Messaging for WeChat v9.0

**End of Life Announcement**  
**April 30<sup>th</sup>, 2020**

# End of Life

Last Updated: [April 30<sup>th</sup>, 2020](#)

## Overview

As of [April 30<sup>th</sup>, 2020](#), Genesys announces the End of Life for the product listed below:

Genesys Products	Release
<a href="#">Genesys Engage Messaging for WeChat</a>	<a href="#">v9.0</a>

## 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:

SKU	Genesys Products / Sellable Items
3GP90579ACAA	<a href="#">v9.0 – WeChat Messaging App Connector</a>
3GP90579ACAA-SUB	<a href="#">v9.0 – WeChat Messaging App Connector</a>
3GP91124ACAA	<a href="#">v9.0 – WeChat Messaging App Connector - Lab</a>

## Major Versions

This lists all versions affected by this EOL Announcement

- [Version 9.0](#)

## Supplemental Information

Due to the changes in company's product strategy as well as outdated architecture, Genesys concluded that the WeChat Messaging App Connector product line does not provide long-term benefits to our customers. Therefore, the decision has been made to stop investing in this product line.

Customers can utilize Genesys VAR partners or Genesys AppFoundry for 3<sup>rd</sup> party WeChat integration with Genesys platform.

### Genesys Partner

- [eSoon](#)
- [Weibo](#)

### AppFoundry

- [Wavo](#)

## Customer Choices for New Product Purchase

- [Not Applicable](#)

## Entitlement

No entitlement replacement is offered due to product retirement

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	<b>April 30<sup>th</sup>, 2020</b>
<b>Last Order Date</b>	<b>October 31<sup>st</sup>, 2020</b>
<b>End of Maintenance</b>	<b>October 31<sup>st</sup>, 2021</b>
<b>End of Support</b>	<b>April 30<sup>th</sup>, 2022</b>



## Frequently Asked Questions

### Why is Genesys retiring Genesys Engage Messaging for WeChat?

- **Answer:** Genesys concluded that the WeChat Messaging App product line will not bring enough benefits to our Engage customers in the long-term and decided to retire the WeChat products.

### Any replacement solution for WeChat Messaging App?

- **Answer:** There is no replacement solution due to product deprecation. Please contact your Genesys account executive for our VAR partners or Genesys AppFoundry for WeChat Integration with Genesys platform.

## 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.