Genesys Engage Web Engagement v8.1 & v8.5 (All versions)

End of Life Announcement

April 17ᵗʰ, 2020

GENESYS™

End of Life

Last Updated: April 17th, 2020

Overview

As of April 17th, 2020, Genesys announces the End of Life for the product listed below:

Genesys Products	Release
Genesys Web Engagement	v8.1 and v8.5

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
3GP09066ACAA	v8.1 - Genesys Web Engagement – Agent
3GP09065ACAA	v8.1 - Genesys Web Engagement – Appl
3GP09103ADAA	v8.1 - Genesys Web Engagement - Lab
3GP82462ACAA 3GP82462ACAA - SUB	v8.5 - Genesys Web Engagement – Agent
3GP82329ACAA 3GP82329ACAA - SUB	v8.5 - Genesys Web Engagement - Lab

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Major Versions

This lists all versions affected by this EOL Announcement
- Version 8.1
- Version 8.5

Supplemental Information

As part of the product strategy towards Cloud and AI, Genesys has focus the adoption of Altocloud Predictive Engagement for proactive end-user engagement capabilities. This powerful AI-based solution analyzes visitors' behavior on websites. It then predicts the outcomes they are trying to achieve and personalizes engagements to help them to achieve these outcomes.

Therefore, the decision has been made to stop investing in Genesys Web Engagement product line.
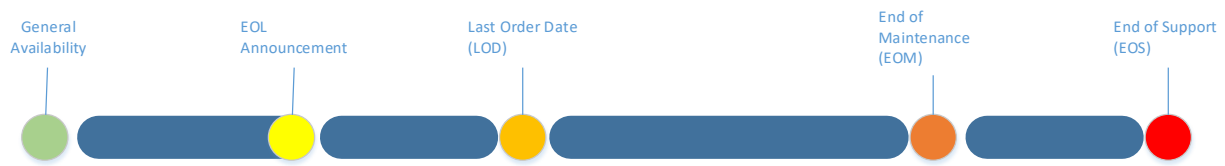
Customer Choices for New Product Purchase

- For Genesys Web Engagement customers who are looking for a Predictive Engagement solution should plan to adopt **Genesys Predictive Engagement** which is available as a Cloud or Hybrid solution.

Entitlement

No entitlement replacement is offered due to product retirement/

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EOL Life Cycle Dates

End of Life Announcement Date	April 17th, 2020
Last Order Date	October 17st, 2020
End of Maintenance	October 31st, 2021
End of Support	December 31st, 2022

General Availability — EOL Announcement — Last Order Date (LOD) — End of Maintenance (EOM) — End of Support (EOS)

Frequently Asked Questions

Why is Genesys retiring Web Engagement?

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

Any replacement solution for Web Engagement?

- Answer: There is no replacement solution due to product deprecation.

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.

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