

# End of Genesys Support for Skype for Business Online

**End of Platform Support Announcement**  
**March 31<sup>st</sup>, 2021**

# End of Platform Support

Last Updated: [March 12<sup>th</sup>, 2021](#)

## Overview

As of [March 31<sup>st</sup>, 2021](#), Genesys announces the End of Platform Support for the application listed below:

Application	Release
Skype for Business Online	Microsoft 365 / Office 365
End of Platform Support Announcement	March 31 <sup>st</sup> , 2021
End of Platform Support	July 31 <sup>st</sup> , 2021

## Details

This is a notice to all customers and partners that Genesys will stop supporting the [Skype for Business Online](#) communication application for all Genesys products, effective [July 31<sup>st</sup>, 2021](#). This means that if an issue arises after this date with any existing Genesys software version that relates to [Skype for Business Online](#), Genesys will recommend that the customer migrate to a supported communication application such as [Microsoft Team](#) or [Skype for Business on-premises](#) deployment.

Please note that Genesys does not sell or provide maintenance for these products. Genesys support only refers to interoperability between these third-party products and Genesys products. For details about [Skype for Business Online](#) End of Support, please visit [Microsoft Teams Blog](#) and [Microsoft Support Lifecycle site](#).

Please note: [Genesys Multimedia Connector for Skype-for-Business](#) is still fully supported for **on-premise** deployment.

For further information on 3rd-party platforms supported by Genesys products, see the [Genesys Supported Operating Environment](#) reference manual.

## Major Versions

Genesys versions that are affected by this platform EOS announcement:

Versions of Genesys products affected
v7.6
v8.0
v8.1
v8.5
v9.0
All future versions

## Supplemental Information

Migration path: Genesys strongly recommends that customers migrate to a supported communication application such as [Microsoft Team](#) or [Skype for Business on-premises](#) deployment.

## Frequently Asked Questions

### Why is end of support being announced for this version now?

- Answer: **Skype for Business Online** reaches end of support on July 31<sup>st</sup>, 2021. This means that the service will no longer be accessible.

This announcement provides advance notice, so customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.

## Definitions

### End of Platform Support Announcement Date

This is a general announcement for end of support for a third-party platform.

### End of Platform Support Date

From this date onward, all Genesys Maintenance and Support obligations will cease interoperability with this operating system on the vendor's platform. It may or may not correspond with the vendor's End of Support Date.