

Genesys PureConnect Premise Microsoft Outlook Interaction Desktop Add-In

End of Life Announcement
July 1st, 2020

End of Life

Last Updated: [June 15th, 2020](#)

Overview

As of [July 1st, 2020](#), Genesys announces End of Life / Genesys support for the PureConnect's Microsoft Outlook Interaction Desktop Add-In solution listed below:

Genesys Products	Release	End of Support
Microsoft Outlook Add-In	SW-001.4.0-AL12	January 31 st , 2022

Details

Related Documents

Click the following links for the documents:

- Microsoft EOL announcement on [Office 2010](#)
- Microsoft Outlook Interaction Desktop Add-In [Support Page](#)
- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end of life dates for Genesys PureConnect EOL product & versions that have been scheduled for EOL.

Major Versions

The versions are affected by this EOL Announcement

- [Microsoft Outlook 2010](#)

Supplemental Information

Microsoft has announced Office 2010 will reach its end of support on October 13, 2020. Genesys has decided to discontinue the **Microsoft Outlook Interaction Desktop Add-In** as this integration will not be compatible with the current Outlook version and our Interaction Connect client.

Migration & Entitlement

No entitlement replacement is offered due to product retirement. Please contact your Account Executive or Partner Manager for information.

EOL Life Cycle Dates

End of Life Announcement Date	July 1st, 2020
Last Order Date	September 30th, 2020
End of Maintenance	September 30th, 2021
End of Support	January 31st, 2022



Frequently Asked Questions

Why is Genesys retiring this product?

- **Answer:** Microsoft has begun to phase-out Office 2010 by October 2020. The current Add-In solution will not be compatible with current Outlook version.

What are customers' options?

- **Answer:** Please consult your Account Executive or Partner Manager for information about alternative solution.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
SW-001-4.0-AL12	Microsoft Outlook Add-In
SW-001-4.0-AL12-C	Microsoft Outlook Add-In - Concurrent
SW-001-4.0-AL12-DR	Microsoft Outlook Add-In

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.