GENESYS™

Genesys™ Products and Components EOL Life Cycle Table

6/3/2026

Contents

Provides the End of Life (EOL) statuses for Genesys Multicloud CX and PureConnect suites, products, and components; one table for those on the EOL track. Genesys™ on-premises EOL refers to its products or components that have reached its maturity and entered the retirement phase in their product life cycle for a variety of reasons, such as technology changes.

Important

- See Genesys Engage & PureConnect Lifecycle Policy for information on the Genesys End-of-Life Policy and process.

- End of Life timeline for all PureConnect products are specified in the PureConnect End of Life Announcement.

- Actions required for PureConnect Premise License Customers Click here

- End of Life timeline for all Engage Premise and Subscription products are specified in the Engage End of Life Announcement.

- For End of Platform Support (EOPS), see Supported Operating Environment – Discontinued Supported.

- For Deprecations of features or services available from Genesys Multicloud CX, see Feature Deprecations. Genesys™ deprecation refers to the retirement of a feature/service under the Genesys Multicloud CX or Genesys Cloud CX platforms or the retirement of certain versions or products due to their obsolescence.

Download an EOL PDF

To download a PDF of the document, click the link: Download PDF. Be aware that the EOL Announcement links are not active in the PDF version of this document.

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments

"> Genesys Engage on-premises 3rd Party Fax to iWD Upgrade Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises 3rd Party Work Items Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises 3rd Party Work Items to iWD Upgr. Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Advisor Product All versions April 30, 2024 October 30, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Agent Advisor Product 8.5 2016 September 14, 2018 March 31, 2019 March 31, 2020 September 30, 2020 End of Life Announcement "> Genesys Engage on-premises Agent Connector Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises AIModule for ASR & TTS Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises AIModule for ASR & TTS Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises AIModule for ASR & TTS Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Apple Business Chat Plug-in for WDE Component All versions October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Audio Codes Product All versions October 22, 2020 January 31, 2021 End of Life Announcement "> Genesys Engage on-premises base7 Product All versions 2008 July 3, 2017 July 3, 2017 July 3, 2017 October 1, 2017 End of Life Announcement "> Genesys Engage on-premises Blue Pumpkin Integration Product 7.1 December 17, 2004 November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 End of Life Announcement Reached EOS. 7.1 was the only version of this product."> Genesys Engage on-premises Call Center Advisor - Mobile Edition Product 8.1 2016 September 14, 2018 March 31, 2019 March 31, 2020 September 30, 2020 End of Life Announcement "> Genesys Engage on-premises Call Center Advisor - Mobile Edition Product 8.5 2016 September 14, 2018 March 31, 2019 March 31, 2020 September 30, 2020 End of Life Announcement "> Genesys Engage on-premises Call Concentrator Product All versions April 25, 2006 November 3, 2010 December 31, 2012 November 3, 2010 November 3, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Call Qualification Parking Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Call Qualification Parking Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Call Qualification Parking Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises CallPath Product All versions June 30, 2010 End of Life Announcement Reached EOS"> Genesys Engage on-premises CC Analyzer Product 7.6 August 7, 2013 February 7, 2014 End of Life Announcement "> Genesys Engage on-premises CCA Reporting Templates Component All versions May 31, 2019 January 1970 January 1970 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises CCON to Info Mart Upgrade Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises CCON to Info Mart Upgrade Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises CCPulse and CCPulse+ Component All versions January 31, 2021 December 31, 2022 End of Component Support Announcement "> Genesys Engage on-premises Chat API (Genesys Mobile Services) Component Version 1 May 15, 2023 November 15, 2023 End of Life Announcement "> Genesys Engage on-premises CIM Platform Product 8.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises CIM Platform Product 8.1

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Upgrade - MS & SS Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys 6.x Suite 6.x 2002 November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 Reached EOS - No exceptions"> Genesys Engage on-premises Genesys 7.0 Suite 7.0

2004 February 8, 2011 February 8, 2011 August 8, 2012 February 8, 2013 Reached EOS - No exceptions"> Genesys Engage on-premises Genesys 7.1 Suite 7.1 2005 February 8, 2011 February 8, 2011 August 8, 2012 February 8, 2013 End of Life Announcement Reached EOS - No exceptions"> Genesys Engage on-premises Genesys 7.2 (all products with exceptions) Suite 7.2 2006 February 7, 2012 August 7, 2012 August 7, 2013 February 7, 2014 See the exceptions listed in the 'Not EOL' table."> Genesys Engage on-premises Genesys 7.5 (all products with exceptions) Suite 7.5 2007 February 7, 2012 August 7, 2012 August 7, 2013 February 7, 2014 See the exceptions listed in the 'Not EOL' table."> Genesys Engage on-premises Genesys 7.6 (all products with 7.6 versions) Suite 7.6 December 24, 2008 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Administrator Component All versions April 30, 2024 April 30, 2024 April 30, 2024 October 30, 2025 End of Life Announcement "> Genesys Engage on-premises Genesys Administrator Extention Component 8.1 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Genesys Administrator Extention Component 8.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Genesys Agent Desktop Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Agent Scripting Product 7.2 May 1, 2016 December 22, 2017 June 15, 2018 June 15, 2019 December 31, 2019 End of Life Announcement "> Genesys Engage on-premises Genesys Agent Scripting Product 8.1 April 21, 2012 December 22, 2017 June 15, 2018 June 15, 2019 December 31, 2019 End of Life Announcement "> Genesys Engage on-premises Genesys App Automation Platform (GAAP) Product 3.5 July 31, 2020 December 31, 2020 December 31, 2021 July 31, 2022 End of Life Announcement "> Genesys Engage on-premises Genesys App Automation Platform (GAAP) Product 3.6 July 31, 2020 December 31, 2020 December 31, 2021 July 31, 2022 End of Life Announcement "> Genesys Engage on-premises Genesys Business Edition Premise (BEP) Product All versions April 30, 2018 September 30, 2018 September 30, 2019 March 31, 2020 End of Life Announcement "> Genesys Engage on-premises Genesys Business Workflow Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Chat Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Chat Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys CIM Platform MS & SS Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys CIM Platform MS & SS Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Co-browse Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Contact Navigator Product All versions 2001 November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises Genesys Customer Interaction Portal (GCIP) Product All versions August 21, 2006 May 31, 2017 November 30, 2017 November 30, 2018 May 31, 2019 End of Life Announcement "> Genesys Engage on-premises Genesys Data Processing Server Component All versions March 1, 2026 March 1, 2026 March 1, 2027 March 1, 2027 End of Life Announcement "> Genesys Engage on-premises Genesys Desktop .NET Toolkit Product All versions November 3, 2008 November 3, 2008 November 3, 2009 November 3, 2009 Reached EOS"> Genesys Engage on-premises Genesys E-mail Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys E-mail Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Enterprise Knowledge Management (Inquira) Product All versions September 24, 2010 October 3, 2011 October 6, 2013 October 6, 2013 October 6, 2013 Reached EOS. Relationship Terminated by Oracle"> Genesys Engage on-premises Genesys Enterprise Telephony Software (GETS) Product All versions March 4, 2007 October 4, 2012 October 1, 2013 October 1, 2014 April 30, 2015 End of Life Announcement Reached EOS"> Genesys Engage on-premises Genesys Enterprise Telephony Software (GETS) High Availability (HA) Product All versions 2005 October 4, 2012 October 1, 2013 October 1, 2014 April 30, 2015 End of Life Announcement Reached EOS"> Genesys Engage on-premises Genesys Enterprise Telephony Software (GETS) Server/User Product All versions 2005 October 4, 2012 October 1, 2013 October

1, 2014 April 30, 2015 End of Life Announcement Reached EOS"> Genesys Engage on-premises Genesys Express Product 4.2 and earlier 2002 April 15, 2009 April 15, 2009 April 15, 2009 April 15, 2009 End of Life Announcement Reached EOS"> Genesys Engage on-premises Genesys Express Product 4.5 August 2, 2007 February 7, 2012 August 7, 2012 August 7, 2013 February 7, 2014 End of Life Announcement Reached EOS. Express 4.5 is packaged with 7.5 components. Therefore, 7.5 EOL timeframes are applicable to Genesys Express."> Genesys Engage on-premises Genesys Express Product 8.0 and earlier September 2015 November 19, 2017 May 19, 2018 May 19, 2019 November 19, 2019 End of Life Announcement "> Genesys Engage on-premises Genesys Express Agent Scripting Product 4.6 May 1, 2016 December 22, 2017 June 15, 2018 June 15, 2019 December 31, 2019 End of Life Announcement "> Genesys Engage on-premises Genesys Framework Standalone Product All versions October 1, 2015 April 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Info Mart Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Info Mart Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Info Mart Product 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Genesys Interaction SDK (ISDK) including Genesys Integration Server (GIS) Component All versions May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 7.6 September 26, 2008 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 8.0 September 27, 2010 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 8.1.0 October 7, 2011 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 8.1.1 May 24, 2012 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 8.1.x February 25, 2016 January 25, 2019 July 24, 2019 July 28, 2020 January 24, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights (GI2) Product 8.5 February 25, 2016 January 25, 2019 July 24, 2019 January 1, 1970 January 24, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights iWD Product 7.6 December 7, 2010 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights iWD Product 8.0 March 11, 2011 January 1, 2016 June 30, 2016 December 31, 2016 December 31, 2017 End of Life Announcement "> Genesys Engage on-premises Genesys Interactive Insights iWD Product 8.1 December 21, 2015 March 30, 2020 September 30, 2020 September 30, 2021 March 30, 2022 End of Life Announcement "> Genesys Engage on-premises Genesys Knowledge Centre Product All versions September 30, 2023 December 30, 2023 September 30, 2024 September 30, 2025 End of Life Announcement "> Genesys Engage on-premises Genesys Media Server Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Genesys Media Server (RM, MCP, RS, T-Server CUCM, GAX plugin, MIB) Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Genesys Messaging for WeChat Product 9.0 April 30, 2020 October 30, 2020 October 30, 2021 April 30, 2022 End of Life Announcement "> Genesys Engage on-premises Genesys Mobile Engagement Product 8.1 May 15, 2023 May 15, 2023 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises Genesys Mobile Services Component Version 8.1 May 15, 2023 May 15, 2023 August 31, 2023 August 31, 2023 End of Life Announcement "> Genesys Engage on-premises Genesys Performance DNA Product All versions August 21, 2023 August 21, 2023 November 30, 2024 May 31, 2025 End of Life Announcement "> Genesys Engage on-premises Genesys Pulse Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Genesys PureEngage Interaction Workspace SIP Endpoint Product 8.0 2013 September 7, 2018 March 7, 2019 March 7, 2020 September 7, 2020 End of Life Announcement "> Genesys Engage on-premises Genesys PureEngage SIP Endpoint Connector Product 8.1 2013 September 7, 2018 March 7, 2019 March 7, 2020 September 7, 2020 End of Life

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IEX TotalView Product 6.1 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX TotalView Product 6.2 May 31, 2020 November 30, 2020 December 31, 2021 May 31, 2022 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 4.2 and earlier November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 [httpsEnd of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 4.5 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 5.0 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 5.1 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 5.2 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 5.3 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for IEX WFM Product 7 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Microsoft Product 7.6 January 27, 2009 July 3, 2017 November 30, 2017 July 3, 2017 October 1, 2018 End of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for Microsoft Product 8.0 February 17, 2012 July 3, 2017 November 30, 2017 July 3, 2017 October 1, 2018 End of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for Microsoft Product All versions 2004 September 30, 2009 September 30, 2009 End of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for Microsoft Dynamics CRM Product 7.6 November 4, 2008 July 3, 2017 November 30, 2017 July 3, 2017 October 1, 2018 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for PeopleSoft Product 7.2 December 16, 2006 December 26, 2008 June 30, 2009 December 31, 2010 December 31, 2011 Reached EOS"> Genesys Engage on-premises Gplus Adapter for PeopleSoft Product All versions 2002 December 26, 2008 June 30, 2009 November 30, 2009 December 31, 2010 Reached EOS"> Genesys Engage on-premises Gplus Adapter for SAP Analytics Product 7.5 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 "> Genesys Engage on-premises Gplus Adapter for SAP Analytics Product All versions April 21, 2023 October 31, 2023 October 31, 2024 April 21, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for SAP CRM Product 7.1 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for SAP ERP

Product 7.1 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for SAP ERP Product All versions April 21, 2023 October 31, 2023 October 31, 2024 April 21, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Siebel 2000 Product All versions January 5, 2009 January 31, 2009 September 30, 2009 September 30, 2010 Reached EOS"> Genesys Engage on-premises Gplus Adapter for Siebel CRM Product 6.x January 5, 2009 January 31, 2009 September 30, 2009 September 30, 2010 Reached EOS"> Genesys Engage on-premises Gplus Adapter for Siebel CRM Product 7.0 March 1, 2005 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Siebel CRM Product 7.1 December 1, 2005 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Siebel CRM Product 7.2 April 1, 2007 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 4.2 and earlier November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 4.5 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 5.0 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 5.1 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 5.2 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 5.3 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 5.4 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 6.0 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 6.1 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 6.2 May 31, 2020 November 30, 2020 December 31, 2021 May 31, 2022 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Teleopti WFM Product 7 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 4.2 and earlier November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 4.5 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 5.0 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 5.1 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 5.2 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 5.3 August 2011 thru July 2013 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 5.4 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 6.0 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 6.1 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 6.2 May 31, 2020 November 30, 2020 December 31, 2021 May 31, 2022 End of Life Announcement "> Genesys Engage on-premises Gplus Adapter for Verint WFM Product 7 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Gplus adapters for SAP CRM Product All versions January 30, 2026 January 30, 2026 January 30, 2026 January 30, 2027 End of Life Announcement "> Genesys Engage on-premises Gplus Data Access for SAP Product All versions April 21, 2023

October 31, 2023 October 31, 2024 April 21, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus Media Routing for Siebel Product 7.2 April 1, 2007 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus SAP E-mail Option Product All versions April 21, 2023 October 31, 2023 October 31, 2024 April 21, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus SAP Work Items Option Product All versions April 21, 2023 October 31, 2023 October 31, 2024 April 21, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus SFDC Product 8.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Gplus Siebel E-mail Option Product 7.2 April 1, 2007 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Siebel Work Items Product 7.2 April 1, 2007 July 3, 2017 December 31, 2017 December 31, 2018 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Gplus Universal Adapter for WFM Product 6.0 May 31, 2020 May 31, 2020 May 31, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP - Multi-tenancy Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP - Multi-tenancy Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP - Quality Advisor Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP - Video Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP H323 Interface Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP Network Management Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises GVP: Voice App. Reporter SDK Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - AIModule for ASR & TTS Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - AIModule for ASR & TTS Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - AIModule for ASR & TTS Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CCON HA - Info Mart Upg. Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CCON HA - Info Mart Upg. Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CIM Platform Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CIM Platform Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CIM Platform Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CTI AIM (Cisco) Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - CTI AIM (Cisco) Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Info Mart Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Info Mart Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Media Server Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Voice Platform Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Voice Platform Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - Genesys Voice Platform Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP - Multi-tenancy Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP - Multi-tenancy Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31,

2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP - Quality Advisor Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP - Video Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP - Video Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP H323 Interface Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - GVP Network Management Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - ICON Voice Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - IVR Connector Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises HA - SIP Qualification & Parking Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Hyperion Interactive Reporting Product All versions February 7, 2012 August 27, 2012 August 27, 2013 February 27, 2014 End of Life Announcement Reached EOS. Includes Brio"> Genesys Engage on-premises IBM Websphere Voice Server (WVS) Product All versions September 30, 2009 September 30, 2009 December 30, 2010 December 30, 2010 Reached EOS"> Genesys Engage on-premises ICON Voice Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Informiam Contact Center Advisor /Workforce Option Product 3.1 February 7, 2012 August 7, 2012 August 7, 2013 February 7, 2014 "> Genesys Engage on-premises Informiam Contact Center Advisor /Workforce Option Product v3.0 February 7, 2012 August 7, 2012 August 7, 2013 February 7, 2014 Reached EOS"> Genesys Engage on-premises Informiam Frontline Advisor/Agent Option Product All versions February 7, 2012 February 7, 2012 August 7, 2013 February 7, 2014 Reached EOS (all versions - 2.8, 3.0 and 3.1)"> Genesys Engage on-premises Informiam Historical Option Product 2.9 February 7, 2012 February 7, 2012 August 7, 2013 February 7, 2014 Reached EOS"> Genesys Engage on-premises Informiam Platform Product 3.1 February 7, 2012 February 7, 2012 August 7, 2013 February 7, 2014 Reached EOS"> Genesys Engage on-premises intelligent Workload Distribution (iWD) Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises intelligent Workload Distribution (iWD) Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises intelligent Workload Distribution (iWD) Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Intelligent Workload Distribution (IWD) Product 8.5 2014 July 31, 2023 January 31, 2024 January 31, 2025 July 31, 2025 End of Life Announcement "> Genesys Engage on-premises Interaction Concentrator Component 8.0 May 17, 2023 May 17, 2023 November 30, 2023 November 30, 2023 End of Life Announcement "> Genesys Engage on-premises Interaction Routing Designer (IRD) Product 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Interaction Server & Interaction Server Proxy (Interaction Management) Component 8.0 January 20, 2022 January 20, 2022 January 20, 2023 January 20, 2023 End of Life Announcement "> Genesys Engage on-premises Interaction Server & Interaction Server Proxy (Interaction Management) Component 8.1 January 20, 2022 January 20, 2022 January 20, 2023 January 20, 2023 End of Life Announcement "> Genesys Engage on-premises Interaction Server & Interaction Server Proxy (Interaction Management) Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Interaction Workspace Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Interaction Workspace Product 8.1 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Interaction Workspace AIC Upgrade Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Interaction Workspace GAD Upgrade Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Internet Contact Solution Product All versions 2002 November 3, 2010 May 3, 2011 May 3, 2012 November 3, 2012 Reached EOS, per Genesys 6.x EOL timeframe."> Genesys Engage

on-premises IP Media Xchange Product All versions January 20, 2006 April 1, 2006 April 1, 2008 April 1, 2008 Reached EOS"> Genesys Engage on-premises IVR Driver for "Envox ShowNTel" and "Envox" Component All versions May 30, 2007 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2013 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for Aspect Component All versions May 30, 2007 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2013 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for Avaya Conversant Component All versions December 16, 2009 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2013 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for Edify Component All versions December 16, 2009 October 4, 2012 April 4, 2013 April 4, 2014 April 4, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for IBM WebSphere Voice Response for Windows Component All versions May 30, 2007 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2013 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for InterVoice - Brite Component All versions December 9, 2003 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for Microsoft Speech Server Component All versions May 30, 2007 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Driver for Periphonics Product All versions December 16, 2009 October 4, 2012 October 4, 2012 April 4, 2013 October 4, 2013 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR Integration Application for WVR Product All versions June 1, 2005 October 4, 2012 October 4, 2012 October 4, 2012 October 4, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises IVR SDK Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises IVR SDK Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises iWD - Back Office Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises iWD - Back Office Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises iWD - Back Office Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises iWD Capture Adapter - JMS Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises iWD Capture Adapter - JMS Product 8.0 May 31, 2019 November 30, 2019 November 30, 2019 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises iWD Capture Adapter - MQSeries Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Knowledge Manager Component All versions July 22, 2020 July 22, 2020 July 22, 2020 July 22, 2020 "> Genesys Engage on-premises License Reporting Manager Product 8.1 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises LivePerson Adapter Product All versions 2009 August 21, 2015 February 21, 2016 January 1, 1970 August 21, 2017 End of Life Announcement "> Genesys Engage on-premises LivePerson Service Product All versions 2009 August 21, 2015 February 21, 2016 January 1, 1970 August 21, 2017 End of Life Announcement "> Genesys Engage on-premises Load Distribution Server Component 6.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Load Distribution Server Component 7.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Load Distribution Server Component 7.2 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Log File Management Tool November 30, 2025 May 30, 2026 End of Life Announcement "> Genesys Engage on-premises Management Framework Component 6.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Management Framework Component 7.2 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Management Framework Component 7.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Management Framework Component 7.6 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Management Framework Component 8.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage

on-premises Management Framework Component 8.1 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Network Callback Product 7.1 April 28, 2005 August 31, 2016 February 28, 2017 February 28, 2018 August 30, 2018 "> Genesys Engage on-premises Network SIP Server Component 7.5 November 6, 2018 May 6, 2019 End of Life Announcement Will be announced when dates for G9 are known"> Genesys Engage on-premises Network T-Server for AT&T Component All versions November 30, 2021 November 30, 2021 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises Network T-Server for Deutsche Telekom Component All versions November 30, 2021 November 30, 2021 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises Network T-Server for MCI Component All versions November 30, 2021 November 30, 2021 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises Network T-Server ISCP Component All versions May 15, 2021 May 15, 2021 May 15, 2021 May 15, 2022 EOCS Announcement "> Genesys Engage on-premises Network T-Server Sprint Component All versions May 15, 2021 May 15, 2021 May 15, 2021 May 15, 2022 EOCS Announcement "> Genesys Engage on-premises Nuance Adaptive Grammar Engine Product 5.0 June 17, 2009 May 27, 2016 March 31, 2012 September 30, 2013 September 30, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance ASR Product 8.x February 7, 2012 March 31, 2012 December 31, 2011 March 31, 2013 Reached EOS"> Genesys Engage on-premises Nuance Dial Modes Core Product 2.0 April 30, 2020 April 30, 2020 April 30, 2020 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance Dialog Engine for IVR and Nuance Dragon Voice (MIX Tools) Product All versions July 30, 2024 August 7, 2024 June 30, 2027 June 30, 2027 End of Life Announcement "> Genesys Engage on-premises Nuance Dialog Modules Product 5.0 June 17, 2009 May 27, 2016 March 31, 2012 September 30, 2013 September 30, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Dialog Modules Product 5.2 March 19, 2012 May 27, 2016 March 31, 2012 September 30, 2013 September 30, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Dialog Modules Address Product 5.2 March 19, 2012 May 27, 2016 March 31, 2012 September 30, 2013 September 30, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Dialog Modules Name Product 5.2 March 19, 2012 May 27, 2016 March 31, 2012 September 30, 2013 September 30, 2014 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Dialog Modules (Application Components) Product All versions July 30, 2024 August 7, 2024 June 30, 2028 June 30, 2028 End of Life Announcement "> Genesys Engage on-premises Nuance Employee Productivity Suite (EPS) Product All versions November 3, 2010 November 3, 2010 May 3, 2011 November 3, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Evaluation Studio Product 10 April 30, 2020 April 30, 2020 April 30, 2020 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance FreeSpeech Product R10 April 30, 2020 January 1970 January 1970 October 31, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance NADM Product 5.0 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance NDM Product 5.2 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance Open Call Steering (OCS) Product All versions November 3, 2010 November 3, 2010 November 3, 2010 November 3, 2010 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Open Speech Attendant (OSA) Product All versions November 3, 2010 November 3, 2010 May 3, 2011 November 3, 2012 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance OSDM Product 7.2 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Nuance OSDM – all types Product 2.x February 7, 2012 March 31, 2013 December 31, 2012 March 31, 2014 Reached EOS"> Genesys Engage on-premises Nuance OSR Product 3.0 February 7, 2012 March 31, 2012 December 31, 2011 March 31, 2013 Reached EOS"> Genesys Engage on-premises Nuance Prompt Sculptor Product 3.x February 7, 2012 March 31, 2013 December 31, 2012 March 31, 2014 Reached EOS"> Genesys Engage on-premises Nuance Real Speak TTS Lang Product 3.5.1 January 1, 2014 January 1, 2014 January 1, 2016 January 1, 2016 Reached EOS"> Genesys Engage on-premises Nuance RealSpeak Product 3.0 January 1, 2014 January 1, 2014 January 1, 2016 January 1, 2016 Reached EOS"> Genesys Engage on-premises Nuance RealSpeak Product 4.0 February 7, 2012 March 31, 2012 December 31, 2011 March 31, 2013 Reached EOS"> Genesys Engage on-premises Nuance RealSpeak Product 4.5

February 7, 2012 December 31, 2013 December 31, 2012 March 31, 2014 Reached EOS"> Genesys Engage on-premises Nuance Recognizer Product 10 April 30, 2020 October 30, 2020 October 30, 2021 June 30, 2022 End of Life Announcement "> Genesys Engage on-premises Nuance Recognizer Product 9.0 November 27, 2007 May 27, 2016 March 31, 2017 December 31, 2016 March 31, 2018 End of Life Announcement "> Genesys Engage on-premises Nuance Recognizer (Speech Recognizer) Product All versions July 30, 2024 August 7, 2024 June 30, 2028 June 30, 2028 End of Life Announcement "> Genesys Engage on-premises Nuance ScanSoft & SpeechWorks OSDM all types Product 2.0 January 1, 2014 January 1, 2014 January 1, 2016 January 1, 2016 Reached EOS"> Genesys Engage on-premises Nuance SecuritySuite (Biometrics) Product All versions July 30, 2024 August 7, 2024 June 30, 2028 June 30, 2028 End of Life Announcement "> Genesys Engage on-premises Nuance Speechify TTS Product 3.0 January 1, 2014 January 1, 2014 January 1, 2016 January 1, 2016 Reached EOS"> Genesys Engage on-premises Nuance SpeechSecure Product All versions November 3, 2010 November 3, 2010 December 30, 2010 December 30, 2010 End of Life Announcement Reached EOS"> Genesys Engage on-premises Nuance Verifier Product 4.0 February 7, 2012 March 31, 2012 December 31, 2011 September 30, 2013 Reached EOS"> Genesys Engage on-premises Nuance Verifier Product 4.1 February 7, 2012 June 30, 2013 March 31, 2013 June 30, 2014 Reached EOS"> Genesys Engage on-premises Nuance Vocalizer Product 5.0 November 10, 2010 May 27, 2016 March 31, 2017 December 31, 2016 March 31, 2018 End of Life Announcement "> Genesys Engage on-premises Nuance Vocalizer Product 5.7 August 5, 2013 August 27, 2016 September 30, 2017 June 30, 2017 September 30, 2018 "> Genesys Engage on-premises Nuance Vocalizer (Text-to-speech) Product All versions July 30, 2024 August 7, 2024 June 30, 2028 June 30, 2028 End of Life Announcement "> Genesys Engage on-premises Nuance Vocalizer TTS Product 6 April 30, 2020 October 30, 2020 October 30, 2021 June 30, 2022 End of Life Announcement "> Genesys Engage on-premises Nuance VocalPassword Product 10 April 30, 2020 January 1970 January 1970 October 31, 2020 End of Life Announcement "> Genesys Engage on-premises Open Speech Dialog Product 1.2 January 1, 2012 January 1, 2012 March 31, 2012 March 31, 2012 Reached EOS"> Genesys Engage on-premises Open Speech Dialog Product 1.4 January 1, 2012 January 1, 2012 March 31, 2012 March 31, 2012 Reached EOS"> Genesys Engage on-premises OpenIN Product All versions 2008 July 3, 2017 July 3, 2017 July 3, 2017 October 1, 2017 End of Life Announcement "> Genesys Engage on-premises Orchestration Server Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Outbound Contact server Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Outbound Upgrd - Preview to Voice Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Platform SDK (PSDK) Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Platform SDK (PSDK) Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Platform SDK (PSDK) Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Polycom IP 7000 Conference Phone Product May 31, 2019 June 30, 2019 June 30, 2019 June 30, 2019 "> Genesys Engage on-premises Predictive Routing Product November 25, 2022 November 25, 2022 November 25, 2023 May 25, 2024 End of life Announcement "> Genesys Engage on-premises Real-time Metrics Engine Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Real-time Metrics Engine Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Recording Connector Product 7.6 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises SAP BusinessObjects Enterprise (BOE) Product 3.1 January 1, 2016 June 30, 2016 December 31, 2015 December 31, 2017 "> Genesys Engage on-premises SIP Endpoint Connector Product 8.0 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises SIP Endpoint SDK (SIP endpoint connector) Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises SIP Endpoint SDK (SIP endpoint connector) Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises

SIP Endpoint SDK (SIP endpoint connector) Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises SIP Feature Server / SIP Voicemail Product 8.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises SIP Qualification & Parking Product 8.1 May 31, 2019 November 30, 2019 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises SIP Server/Network SIP Server Component 7.6 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises SIP Server/Network SIP Server Component 8.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises Skype for Business (T-Server) Component All versions August 17, 2023 August 17, 2023 December 31, 2023 December 31, 2024 End of Life Announcement updating the End of Support date to December 2024"> Genesys Engage on-premises SMS Server Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises SNMP Product 8.0 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Engage on-premises SNMP Master Agent Product All versions May 10, 2013 February 21, 2023 March 31, 2023 September 30, 2023 September 30, 2023 End of Life Announcement "> Genesys Engage on-premises Social Media Plug-in for WDE (Facebook & Twitter) Component 8.5 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Speech & Text Analytics (SpeechMiner) Component 8.0 June 1, 2012 April 30, 2018 October 30, 2018 October 30, 2019 April 30, 2020 End of Life Announcement All customers should migrate to the latest versions of SpeechMiner (for example, 8.5.511+)."> Genesys Engage on-premises Speech & Text Analytics (SpeechMiner) Component 8.1 June 1, 2012 April 30, 2018 October 30, 2018 October 30, 2019 April 30, 2020 End of Life Announcement All customers should migrate to the latest versions of SpeechMiner (i.e. 8.5.511+)."> Genesys Engage on-premises Speech & Text Analytics (SpeechMiner) Component 8.5.0 June 1, 2012 April 30, 2018 October 30, 2018 October 30, 2019 April 30, 2020 End of Life Announcement All customers should migrate to the latest versions of SpeechMiner (i.e. 8.5.511+)."> Genesys Engage on-premises Speech & Text Analytics (SpeechMiner) Component 8.5.2 June 1, 2012 April 30, 2018 October 30, 2018 October 30, 2019 April 30, 2020 End of Life Announcement All customers should migrate to the latest versions of SpeechMiner (i.e. 8.5.511+)."> Genesys Engage on-premises Speech & Text Analytics (SpeechMiner) Component 8.5.3 June 1, 2012 April 30, 2018 October 30, 2018 October 30, 2019 April 30, 2020 End of Life Announcement All customers should migrate to the latest versions of SpeechMiner (i.e. 8.5.511+)."> Genesys Engage on-premises Speech and Text Analytics Product 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Speech and Text Analytics Product 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises SpeechWorks OSR 2.x / 3.x Product 6.5 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises SpeechWorks OSR 2.x / 3.x Product 7.0 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises SWMS Product 3.1 February 7, 2012 March 31, 2012 December 31, 2011 March 31, 2013 Reached EOS"> Genesys Engage on-premises T-Lib SDK Product All versions March 1, 2007 March 1, 2007 March 1, 2010 March 1, 2010 Reached EOS"> Genesys Engage on-premises T-Server for Aastra / Mitel MX-ONE Support Component All versions April 15, 2021 April 15, 2021 December 31, 2022 December 31, 2022 End of Life Announcement "> Genesys Engage on-premises T-Server for Alcatel OmniPCX Office (OXO) / A4200 Component All versions November 7, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Aspect ACD Component All versions January 30, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Avaya INDeX Component All versions March 28, 2008 August 31, 2016 August 31, 2016 December 31, 2016 December 31, 2016 End of Life Announcement "> Genesys Engage on-premises T-Server for Broadsoft Broadworks Component All versions November 30, 2021 November 30, 2021 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises T-Server for Cisco Unified Contact Center Enterprise (UCCE) Component All versions April 30, 2010 August 31, 2016 August 31, 2016 December 31, 2016 December 31, 2016 End of Life Announcement "> Genesys Engage on-premises T-server for EADS M6500 Component All

versions July 27, 2007 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for EADS Telecom Intecom M6880 (PointSpan) Component All versions January 30, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Huawei NGN UAP8100 Component All versions September 5, 2008 August 31, 2016 August 31, 2016 December 31, 2016 December 31, 2016 End of Life Announcement "> Genesys Engage on-premises T-Server for Mitel MiTAI Support Component All versions August 30, 2019 August 30, 2019 August 30, 2019 September 15, 2019 End of Life Announcement "> Genesys Engage on-premises T-Server for Mitel MiVoice 5000 Component All versions April 15, 2021 April 15, 2021 December 31, 2022 December 31, 2022 End of Life Announcement "> Genesys Engage on-premises T-Server for Nortel Communication Server Component All versions November 30, 2021 November 30, 2021 December 31, 2023 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises T-Server for Nortel Communication Server 1000 Component All versions January 30, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Nortel Communication Server 2000/2100 - X.25 flavor only (CS2K) Component All versions January 30, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Siemens Hicom 300E/300H Component All versions January 30, 2008 August 31, 2016 August 31, 2016 December 31, 2016 December 31, 2016 End of Life Announcement "> Genesys Engage on-premises T-Server for Siemens HiPath DX Component All versions May 27, 2010 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Spectrum Component All versions January 30, 2008 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Tadiran Coral Component All versions April 30, 2010 August 31, 2016 February 28, 2017 February 28, 2018 August 31, 2018 End of Life Announcement "> Genesys Engage on-premises T-Server for Unify Siemens HiPath Component All versions November 30, 2021 November 30, 2021 January 31, 2023 January 31, 2023 End of Life Announcement "> Genesys Engage on-premises Talker V Component All versions January 31, 2021 January 31, 2021 January 31, 2021 December 31, 2021 End of Component Support Announcement "> Genesys Engage on-premises Telisma TeliSpeech Product All versions November 3, 2010 December 30, 2010 December 30, 2010 December 30, 2010 Reached EOS"> Genesys Engage on-premises UC Connector Component 8.0 September 10, 2021 February 28, 2022 August 31, 2022 August 31, 2022 End of life Announcement "> Genesys Engage on-premises Universal Callback Server and Voice Callback Product All versions April 28, 2005 August 31, 2016 February 28, 2017 February 28, 2018 August 30, 2018 End of Life Announcement "> Genesys Engage on-premises Universal Contact Server Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Universal Contact Server Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Universal Contact Server Manager Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Universal Contact Server Proxy Component 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Universal Routing Server Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Virtual Hold Platform Product 8 March 31, 2022 April 30, 2022 December 31, 2022 December 31, 2023 End of Life Announcement "> Genesys Engage on-premises Virtual Hold Rendezvous, Concierge, CTI Adapter, IVR Adapter Product 6.0 2010 February 28, 2019 January 1, 2018 February 28, 2019 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Virtual Hold Rendezvous, Concierge, CTI Adapter, IVR Adapter Product 7.0 2010 February 28, 2019 January 1, 2018 February 28, 2019 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Virtual Hold Software Suite Product 6.6 March 1, 2019 January 15, 2019 March 1, 2019 June 30, 2019 End of Life Announcement "> Genesys Engage on-premises Virtual Hold WebConnect Product All versions August 31, 2015 August 31, 2015 August 31, 2015 December 31, 2015 End of Life Announcement "> Genesys Engage on-premises Voice Genie Nuance ASR Product 7.0 April 30, 2020 January 1970 January 1970 April 30, 2020 End of Life Announcement "> Genesys Engage on-premises Voice Treatment Option (including Express VTO) Product All

versions June 2002 August 28, 2013 February 28, 2014 February 28, 2015 August 28, 2015 End of Life Announcement "> Genesys Engage on-premises VoiceGenie Product 7.0 October 15, 2020 October 15, 2020 October 15, 2020 October 15, 2020 End of Life Announcement "> Genesys Engage on-premises VoiceGenie Product 7.2 October 15, 2020 October 15, 2020 December 31, 2021 December 31, 2022 End of Life Announcement "> Genesys Engage on-premises Web Callback Product 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Web Callback Product 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Web Collaboration Option Product 8.0 May 31, 2019 November 30, 2020 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Web Collaboration Option Product 8.1 May 31, 2020 November 30, 2020 November 30, 2020 May 31, 2021 End of Life Announcement "> Genesys Engage on-premises Web Services and Applications Component 8.5 April 22, 2024 April 22, 2024 March 30, 2025 September 30, 2025 End of Life Announcement "> Genesys Engage on-premises WebAPI Server Component 7.6 and above August 5, 2019 August 5, 2019 August 5, 2021 August 5, 2021 End of Life Announcement "> Genesys Engage on-premises WebRTC Service Product 8.5 November 30, 2023 November 30, 2023 November 30, 2024 November 30, 2024 End of Life Announcement "> Genesys Engage on-premises Workbench March 1, 2026 September 1, 2026 End of Life Announcement "> Genesys Engage on-premises Workforce Management Component 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Workforce Management Product 8.0 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Workforce Management Product 8.1 October 20, 2023 October 20, 2023 October 31, 2024 October 31, 2024 End of Life Announcement "> Genesys Engage on-premises Workforce Management API Component 7 April 11, 2022 April 11, 2022 October 31, 2022 October 31, 2022 End of Life Announcement "> Genesys Engage on-premises Workspace Web Edition Component 8.5 April 22, 2024 April 22, 2024 April 30, 2025 April 30, 2025 End of Life Announcement "> Genesys Multicloud CX Co-browse Product All versions January 19, 2022 July 19, 2022 July 19, 2023 January 31, 2024 End of Life Announcement "> Genesys Multicloud CX Genesys Predictive Engagement Product All versions March 15, 2023 March 15, 2023 June 30, 2025 June 30, 2025 End of Life Announcement "> Genesys Multicloud CX Nuance Product All versions July 30, 2024 July 30, 2025 June 30, 2026 June 30, 2026 End of Life Announcement "> Genesys Multicloud CX Predictive Routing Product November 25, 2022 November 25, 2022 November 25, 2023 November 25, 2023 End of life Announcement "> PureConnect AI-powered Forecasting & Scheduling Component April 30, 2021 April 30, 2021 December 31, 2021 December 31, 2021 End of Life Announcement "> PureConnect Interaction Supervisor iPad edition Product CIC 4.0 July 31, 2021 July 31, 2021 July 31, 2021 July 31, 2023 End of Life Announcement "> PureConnect Interaction Web Portal / Interaction Marquee Product CIC 4.0 July 31, 2021 July 31, 2021 July 31, 2021 October 12, 2021 End of Life Announcement "> PureConnect Latitude by Genesys 10.0 Product SU7 & Prior April 30, 2020 October 31, 2020 April 30, 2021 October 31, 2021 End of Life Announcement "> PureConnect Microsoft Outlook Interaction Desktop Add-In Product 2010 July 1, 2020 September 30, 2021 January 31, 2022 End of Life Announcement "> PureConnect PureConnect End of Life Announcement Product All versions May 16, 2022 January 1, 2024 August 1, 2024 July 31, 2025 End of Life Announcement August 1, 2024 indicates end of Maintenance Renewals"> PureConnect PureConnect Zendesk Screen pop Connector Product CIC 4.0 SU4 March 31, 2014 August 25, 2017 February 25, 2018 February 25, 2019 August 25, 2020 End of Life Announcement