GENESYS™

Genesys™ Products and Components EOL Life Cycle Table

5/5/2026

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

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

- For Deprecations of features or products 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.

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

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-	Component	All versions		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
	in for WDE									
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	Call	Product	8.1		May 31,	November	November	May 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Qualification Parking				2019	30, 2019	30, 2020	2021	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		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	

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	CIM Platform	Product	8.5		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Classification Server	Component	8.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Classification Server	Component	8.1		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Co-browse	Product	All versions		January 19, 2022	July 19, 2022	July 19, 2023	January 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Composer	Component	8.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Contact Center Analyzer (CCA)	Component	All versions		May 31, 2019	January 1970	January 1970	May 31, 2021	End of Component Support Announcement	
Genesys Engage on-premises	Content Analyzer Plug-in for GAX	Component	8.0		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Content Analyzer Plug-in for GAX	Component	8.1		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Content Analyzer Plug-in for GAX	Component	8.5		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys	Context	Component	8.0		April 22,	April 22,	April 30,	April 30,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Services				2024	2024	2025	2025	Announcement	
Genesys Engage on-premises	Context Services	Component	8.1		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Conversation Manager / Conversation Rules	Product	8.0		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Conversation Manager / Conversation Rules	Product	8.1		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	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	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	CX Contact	Component	9.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	CX Contact	Product	9.0		April 30, 2024	October 30, 2024	October 30, 2025	April 30, 2026	End of Life Announcement	
Genesys Engage on-premises	Data Mart	Component	All versions		May 31, 2019	January 1970	January 1970	May 31, 2021		
Genesys Engage on-premises	Data Modeling Assistant	Component	All versions		May 31, 2019	January 1970	January 1970	May 31, 2021		

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	Data Sourcer	Component	All versions		May 31, 2019	January 1970	January 1970	May 31, 2021		
Genesys Engage on-premises	Decisions	Product	All versions		November 30, 2025	November 30, 2026	December 31, 2026	December 31, 2026	End of Life Announcement	
Genesys Engage on-premises	Digital Messaging Server	Component	9.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Discover / Skills Database	Component	4.3		July 31, 2019	January 1970	January 1970	December 31, 2019	End of Component Support Announcement	
Genesys Engage on-premises	DMS Driver for Apple Business Chat	Component	9.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	DMS Drivers for Facebook & Twitter	Component	8.1		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	DMS Drivers for 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	Email Server	Product	8.1		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Enterprise SDK	Product	All versions	May 7, 2010			November 30, 2020	May 31, 2021		Includes only the standalone version of

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
										ESDK.
Genesys Engage on-premises	Expert Contact	Product	7.6	2003	August 1, 2017	February 1, 2018	February 1, 2019	August 1, 2019	End of Life Announcement	Includes CTI-Less T-Server
Genesys Engage on-premises	Federated Customer Service	Product	7.5	October 10, 2007	June 4, 2013	December 4, 2013	December 4, 2014	June 4, 2015	End of Life Announcement	
Genesys Engage on-premises	Framework to CIM - 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-	Genesys 7.6 (all	Suite	7.6	December 24, 2008	May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	products with 7.6 versions)									
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	Genesys	Product	All versions		April 30,	September	September	March 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Business Edition Premise (BEP)				2018	30, 2018	30, 2019	2020	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	

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	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-	Genesys Enterprise	Product	All versions	2005	October 4, 2012	October 1, 2013	October 1, 2014	April 30, 2015	End of Life Announcement	Reached EOS

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Telephony Software (GETS) Server/User									
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	

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	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	Product	8.1.x	February 25, 2016	January 25, 2019	July 24, 2019	July 28, 2020	January 24, 2021	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
	(GI2)									
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-	Genesys Messaging	Product	9.0		April 30, 2020	October 30, 2020	October 30, 2021	April 30, 2022	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	for WeChat									
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 Announcement	
Genesys Engage on-premises	Genesys Quality Management (Zoom)	Product	All versions	July 23, 2010	July 29, 2016	January 1, 2017	January 1, 2018	July 1, 2018	End of Life Announcement	
Genesys Engage on-premises	Genesys Rules Development Tool	Component	8.1		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	

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Genesys Engage on-premises	Genesys Rules System	Component	8.1		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Genesys Skills Assessor	Product	7.6		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Skills Assessor	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Skills Assessor	Product	8.1		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Skills Management	Product	7.6		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Skills Management	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys SMS	Product	All versions		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	
Genesys Engage on-premises	Genesys Social Engagement	Product	8.5.1 and earlier	December 17, 2010	October 12, 2016	April 12, 2017	April 12, 2018	October 12, 2018	End of Life Announcement	
Genesys Engage on-premises	Genesys Softphone	Component	8.1		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Genesys Softphone	Component	8.5		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys	Genesys	Product	7.6		May 31,	November	November	May 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Training Manager				2019	30, 2019	30, 2020	2021	Announcement	
Genesys Engage on-premises	Genesys Training Manager	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Training Manager	Product	8.1		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Training Manager	Product	All versions		August 21, 2023	August 21, 2023	November 30, 2024	May 31, 2025	End of Life Announcement	
Genesys Engage on-premises	Genesys Universal SDK	Product	8.0		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Genesys Universal SDK	Product	8.1		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	
Genesys Engage on-premises	Genesys Video Gateway	Product	All versions	June 12, 2015	April 3, 2017	October 3, 2017	October 3, 2018	April 3, 2019	End of Life Announcement	
Genesys Engage on-premises	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	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	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-	Genesys Voice	Product	8.5		October 20, 2023	October 20, 2023	October 31, 2024	October 31, 2024	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Platform (CCP, MRCP, CTIC, SSG)									
Genesys Engage on-premises	Genesys Web Engagement	Product	All versions		April 17, 2020	October 17, 2020	October 31, 2021	December 31, 2022	End of Life Announcement	
Genesys Engage on-premises	Genesys Web Media	Product	7.6		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Web Media	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Workforce Management	Product	7.6		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Genesys Workforce Management	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Gplus Adapter fo MSCRM Email & Activity Routing	Product	7.6	January 27, 2009	July 3, 2017	November 30, 2017	July 3, 2017	October 1, 2018	End of Life Announcement	
Genesys Engage on-premises	Gplus Adapter fo MSCRM Email & Activity Routing	Product	8.0	February 17, 2012	July 3, 2017	November 30, 2017	July 3, 2017	October 1, 2018	End of Life Announcement	
Genesys	Gplus	Product	4.2 and		November	May 3,	May 3,	November	End of Life	Reached

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Adapter for Aspect WFM		earlier		3, 2010	2011	2012	3, 2012	Announcement	EOS
Genesys Engage on-premises	Gplus Adapter for Aspect 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 Aspect WFM	Product	5.0	August 2011 thru July 2013	May 31, 2020	May 31, 2020	May 31, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Gplus Adapter for Aspect WFM	Product	5.1	August 2011 thru July 2013	May 31, 2020	May 31, 2020	May 31, 2020	May 31, 2021	End of Life Announcement	
Genesys Engage on-premises	Gplus Adapter for Aspect 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 Aspect 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 Aspect WFM	Product	5.4		April 17, 2020	October 17, 2020	October 31, 2021	December 31, 2022	End of Life Announcement	
Genesys Engage on-premises	Gplus Adapter for Aspect WFM	Product	6.0		May 31, 2020	May 31, 2020	May 31, 2020	May 31, 2021	End of Life Announcement	
Genesys	Gplus	Product	6.1		May 31,	May 31,	May 31,	May 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Adapter for Aspect WFM				2020	2020	2020	2021	Announcement	
Genesys Engage on-premises	Gplus Adapter for Aspect 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 Aspect 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 IEX TotalView	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 IEX TotalView	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 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-	Gplus Adapter for	Product	4.5	August 2011 thru	July 3, 2017	December 31, 2017	December 31, 2018	June 30, 2019	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	IEX WFM			July 2013						
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	Gplus	Product	7.2	December	December	June 30,	December	December		Reached

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Adapter for PeopleSoft			16, 2006	26, 2008	2009	31, 2010	31, 2011		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	

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	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-	Gplus Adapter for	Product	5.4		May 31, 2020	May 31, 2020	May 31, 2020	May 31, 2021	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Teleopti WFM									
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-	Gplus Adapter for	Product	5.2		July 3, 2017	December 31, 2017	December 31, 2018	June 30, 2019	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Verint WFM									
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	Gplus SAP	Product	All versions		April 21,	October 31,	October 31,	April 21,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	E-mail Option				2023	2023	2024	2025	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	GVP H323	Product	7.6		May 31,	November	November	May 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Interface				2019	30, 2019	30, 2020	2021	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-	HA - CIM Platform	Product	8.0		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	

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

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	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	Hyperion	Product	All versions		February 7,	August 27,	August 27,	February	End of Life	Reached

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Interactive Reporting				2012	2012	2013	27, 2014	Announcement	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-	Informiam Platform	Product	3.1		February 7, 2012	February 7, 2012	August 7, 2013	February 7, 2014		Reached EOS

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises										
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	Interaction	Component	8.1		January 20,	January 20,	January 20,	January 20,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Server & Interaction Server Proxy (Interaction Management)				2022	2022	2023	2023	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	IP Media	Product	All versions		January 20,	April 1,	April 1,	April 1,		Reached

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Xchange				2006	2006	2008	2008		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

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	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-	iWD Capture	Product	7.6		May 31, 2019	November 30, 2019	November 30, 2020	May 31, 2021	End of Life Announcement	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Adapter - MQSeries									
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-	Management Framework	Component	7.2		April 22, 2024	April 22, 2024	April 30, 2025	April 30, 2025	End of Life Announcement	

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

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	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-	Nuance Dialog	Product	5.2	March 19, 2012	May 27, 2016	March 31, 2012	September 30, 2013	September 30, 2014	End of Life Announcement	Reached EOS

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises	Modules Address									
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	Nuance	Product	All versions		November	November	May 3,	November	End of Life	Reached

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Open Speech Attendant (OSA)				3, 2010	3, 2010	2011	3, 2012	Announcement	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	

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	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-	Nuance Vocalizer	Product	5.7	August 5, 2013	August 27, 2016	September 30, 2017	June 30, 2017	September 30, 2018		

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
premises										
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	Platform	Component	8.0		October 20,	October 20,	October 31,	October 31,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	SDK (PSDK)				2023	2023	2024	2024	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	

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	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

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	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+).

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	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	SpeechWorks	Product	6.5		April 30,	January	January	April 30,	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	OSR 2.x / 3.x				2020	1970	1970	2020	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	T-Server for	Component	All versions	April 30,	August 31,	August 31,	December	December	End of Life	

Platform	Name	Type	Major release	Release available	EOL/EOCS announcement	Last order date	End of maintenance	End of support	Documentation	Comments
Engage on-premises	Cisco Unified Contact Center Enterprise (UCCE)			2010	2016	2016	31, 2016	31, 2016	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	Component	All versions	January 30, 2008	August 31, 2016	February 28, 2017	February 28, 2018	August 31, 2018	End of Life Announcement	

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	Server 1000									
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	Telisma	Product	All versions		November	December	December	December		Reached

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Engage on-premises	TeliSpeech				3, 2010	30, 2010	30, 2010	30, 2010		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-	Virtual Hold Rendezvous,	Product	6.0	2010	February 28, 2019	January 1, 2018	February 28, 2019	June 30, 2019	End of Life Announcement	

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premises	Concierge, CTI Adapter, IVR Adapter									
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	Web	Product	8.0		October 20,	October 20,	October 31,	October 31,	End of Life	

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Engage on-premises	Callback				2023	2023	2024	2024	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	Workforce	Product	8.1		October 20,	October 20,	October 31,	October 31,	End of Life	

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Engage on-premises	Management				2023	2023	2024	2024	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	

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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	