

Genesys Interactive Insights for iWD

All versions (v8.1)

End of Life Announcement
March 30th, 2020

End of Life

Last Updated: [March 30th, 2020](#)

Overview

As of [March 30th, 2020](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Interactive Insights - IWD + Lab	8.1

Details

Related Documents

Click [here](#) to view the following documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
v8.1 - Genesys Interactive Insights iWD
v8.1 - Genesys Interactive Insights iWD - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- 8.1 (all previous versions, including v7.6 and v8.0 have been retired)

Supplemental Information

Reasons for EOL: Introduced a new reporting offer Genesys Customer Experience Insights (GCXI) and the old legacy product Genesys Interactive Insights - iWD will be retired.

Alternative solution: In PureEngage Cloud and Premise, Genesys introduced a new premium reporting offer Genesys Customer Experience Insights (GCXI). The GCXI is built on top of MicroStrategy (Vendor), which has the parity with Genesys Interactive Insights - iWD plus additional features.

Refer to this below page for more details:

<https://docs.genesys.com/Documentation/GCXI/9.0.0/User/HRCXIForiWD>

Customer Choices for New Product Purchase

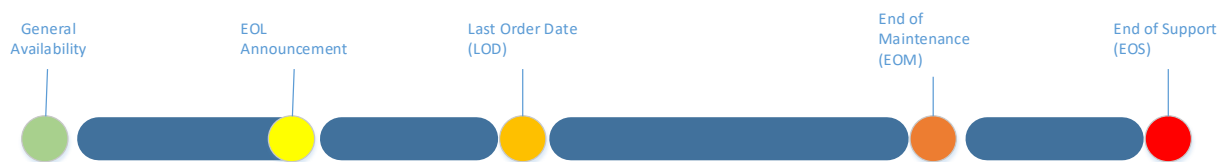
The new sellable item **v9.0 Genesys Customer Experience Insights** is introduced which has all the advance reporting capabilities to address the reporting needs. Therefore, Genesys Interactive Insights - iWD is no longer needed.

Entitlement

v8.1 Genesys Interactive Insights iWD are entitled to migrate to new GCXI product. The new Item **v9.0 - Genesys Customer Experience Insights** will have all the GI2 IWD Reports.

EOL Life Cycle Dates

End of Life Announcement Date	March 30th, 2020
Last Order Date	September 30th, 2020
End of Maintenance	September 30th, 2021
End of Support	March 30th, 2022



Frequently Asked Questions

What is the migration path from Genesys Interactive Insights - iWD to Genesys Customer Experience Insights?

- Genesys Interactive Insights - iWD is built on top of SAP Business objects and Genesys Customer Experience Insights (GCXI) is built on top of MicroStrategy. MicroStrategy and SAP Business Objects both 3rd party products are architected differently, so the migration means the re-creation of the reports in GCXI. All the Genesys Interactive Insights - iWD out of the box reports are added to GCXI. The custom reports built in Genesys Interactive Insights - iWD should be re-created again in GCXI by the customers.

How do we find the information about the new product GCXI and its offerings?

- Please refer to the Genesys Documentation page for all the details about the user guide, deployment guide and other information about the GCXI product.
<https://docs.genesys.com/Documentation/GCXI/9.0.0/User/HRCXIForiWD>

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (EOS) dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on orders for additional seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued **prior** to the EOL Announcement date will be honored until expiration of their validity date.

Last Order Date (LOD)

The ultimate date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes for such units will be issued or accepted.

End of Maintenance (EOM) Date

From this date, no releases (e. g. fixes, updates, etc.) will be available for EOL product.

End of Support (EOS) Date

From this date, all Genesys Maintenance and Support obligations will cease.