

Gplus Adapter for Microsoft Versions 7.6 & 8.0

End of Life Announcement
July 3, 2017

End of Life

Last Updated: 17 June 2017

Overview

As of July 3, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Gplus Adapter for Microsoft & Lab	V7.6, 8.0
Gplus MSCRM Email & Activity Routing & Lab	V7.6, 8.0

Supplemental Information

The adapters are only compatible with Microsoft Dynamics CRM 4.0 and 2011, and cannot be modified to work with any later Microsoft CRM versions. Microsoft has ended customer support for both Dynamics CRM 4.0 and 2011.

Customer Migration Options

- Upgrade Dynamics CRM, use Genesys Workspace Desktop, and purchase PS Expert App (Connector)

Entitlement

No entitlement replacements are offered since both the adapters and the CRM software are obsolete

EOL Life Cycle Dates

End of Life Announcement Date	3 July 2017
Last Order Date	30 November 2017
End of Maintenance	3 July 2017
End of Support	1 October 2018

Frequently Asked Questions

What is reason for EOL and what is planned in the future for Dynamics CRM?

- Answer: Not only did the only compatible Microsoft Dynamics CRM products reach end of support at Microsoft, Microsoft decided that their provided SDK and integration methods that Genesys used would no longer be available in future versions of Dynamics CRM. There is not sufficient customer demand to develop a new Gplus adapter(s) from scratch. Additionally, the contract developer (Aria Solutions) exercised their contractual right to end development and support due to insufficient revenue.

What are the alternatives

- Answer: Genesys Professional Services offers a Workspace Connector that provides full Workspace Desktop functionality and allows agent interaction with CRM by embedding the Dynamics CRM web interface of Dynamics 2013, 2015, and 2016/365 (with the Microsoft CRM application either premise or cloud).