

Gplus for Siebel Versions 7.0, 7.1, and 7.2

End of Life Announcement
July 3, 2017

End of Life

Last Updated: June 17, 2017

Overview

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

Genesys Products	Release
Gplus adapter for Siebel & Lab	V7.0, 7.1, and 7.2
Gplus Media Routing for Siebel & Lab	V7.2
Gplus Siebel E-mail Option & Lab	V7.2
Gplus Siebel Work Items Option & Lab	V7.2

Supplemental Information

These Product versions are no longer compatible with latest versions of Siebel, including Innovation Packs and the new OpenUI interface

Customer Migration Options

- Gplus for Siebel 8.0
- Some customers may want to consider replacement of the adapter with Genesys Workspace and use a PS expert App (Connector) for Siebel integration.

Entitlement

Customers with current maintenance agreements are entitled to upgrades of the latest versions of the adapter

EOL Life Cycle Dates

End of Life Announcement Date	July 3, 2017
Last Order Date	December 31, 2017
End of Maintenance	December 31, 2018
End of Support	June 30, 2019

Frequently Asked Questions

What happens to the media options provided with v7.2?

- Answer: The v8.0 adapter provides built-in capability to handle Genesys or Siebel email, Genesys webchat, and work items without a need for optional components. Any customers with the v7.0 adapter may also need to replace their Genesys media applications for email and chat.

Are the new adapters compatible with older Siebel versions?

- Answer: The newer adapters are compatible with older versions of Siebel, although some Siebel versions have ended support and Oracle and customers may be told by Oracle support to upgrade their Siebel software, especially since the Active-X High Interactivity interface requires Windows XP which is no longer supported by Microsoft. The latest version of the adapter (v8.0.3) is compatible and validated for use with Siebel 8.1/8.2 IP 2015 or IP2016.

Is the upgrade difficult or costly?

- Answer: There is no cost to obtain the Genesys adapter upgrade software, and no migration required. Many customers with older Siebel software have their own customizations to their Siebel software, and migration and ongoing support of this customization can be time consuming and expensive, especially if Siebel development talent is not available. Customers who cannot easily upgrade might consider Genesys Workspace with a PS Expert App “Connector”