

# Zendesk Screen Pop Connector for CIC CIC 4.0 SU4 and later

**End of Life Announcement**  
**August 25, 2017**

# End of Life

Last Updated: [August 25, 2017](#)

## Overview

As of August 25, 2017 Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Zendesk Screen Pop Connector for CIC	CIC 4.0 SU4 or later

## 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
Zendesk Screen Pop Connector for CIC

## Major Versions

This lists all versions affected by this EOL Announcement

- [ALL Versions](#)

## Supplemental Information

A more feature rich integration to Zendesk is now available for PureCloud.

### Customer Choices for New Product Purchase

- PureCloud for Zendesk

### Entitlement

There is no entitlement associated with this EOL.

## EOL Life Cycle Dates

End of Life Announcement Date	8/25/2017
Last Order Date	2/25/2018
End of Maintenance	2/25/2019
End of Support	8/25/2020



## Frequently Asked Questions

### Where can I find information about Zendesk integration with PureCloud?

- Please refer to the [PureCloud for Zendesk](#) Resource Center page for details.

## Definitions

### End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding EOM and 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 honoured until expiration of their validity date

### Last Order Date

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 Date

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

### End of Support Date

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