

Genesys PureEngage Selected v8.0 & v8.1 Legacy products retirement

End of Life Announcement
May 31st, 2019



End of Life Announcement

Last Updated: [May 28th, 2019](#)

Overview

As of [May 31st, 2019](#), Genesys announces the End of Life for the following v8.0 and v8.1 products:

Genesys Products

Version 8.0 (49 items)

v8.0 - AIModule for ASR & Lab	v8.0 - HA - AIModule for ASR
v8.0 - AIModule for TTS & Lab	v8.0 - HA - AIModule for TTS
v8.0 - Call Qualification Parking	v8.0 - HA - CCON HA - Info Mart Upg.
v8.0 - CCON to Info Mart Upgrade	v8.0 - HA - CIM Platform & Lab
v8.0 - Enterprise SDK	v8.0 - HA - Genesys Info Mart & Lab
v8.0 - Genesys Chat & Lab	v8.0 - HA - Genesys Voice Platform
v8.0 - Genesys CIM Platform - MS	v8.0 - HA - GVP - Video
v8.0 - Genesys CIM Platform - SS	v8.0 - HA - IVR Connector & Lab
v8.0 - Genesys E-mail & Lab	v8.0 - intelligent Workload Distribution & Lab
v8.0 - Genesys Info Mart & Lab	v8.0 - Interaction Workspace & Lab
v8.0 - Genesys Skills Assessor	v8.0 - Interaction Workspace AIC Upgrade
v8.0 - Genesys Skills Management	v8.0 - Interaction Workspace GAD Upgrade
v8.0 - Genesys Voice Platform & Lab	v8.0 - iWD - Back Office & Lab
v8.0 - Genesys Training Manager	v8.0 - iWD Capture Adapter - JMS
v8.0 - Genesys Web Media & Lab	v8.0 - SIP Endpoint Connector & Lab
v8.0 - Genesys Workforce Management	v8.0 - Web Collaboration Option & Lab
v8.0 - GVP – Video & Lab	

Genesys Products

Version 8.1 (42 items)

v8.1 - AIModule for ASR & Lab	v8.1 - HA - AIModule for ASR
v8.1 - AIModule for TTS & Lab	v8.1 - HA - AIModule for TTS
v8.1 - Call Qualification Parking	v8.1 - HA - CIM Platform
v8.1 - CTI AIM (Cisco) & Lab	v8.1 - HA - CTI AIM (Cisco)
v8.1 - Genesys Chat & Lab	v8.1 - HA - Genesys Media Server
v8.1 - Genesys CIM Platform - SS	v8.1 - HA - Genesys Voice Platform
v8.1 - Genesys Co-browse & Lab	v8.1 - HA - GVP - Multi-tenancy
v9.0 - SIP Qualification & Parking & Lab	v8.1 - HA - GVP - Quality Advisor
v8.1 - Genesys Skills Assessor	v8.1 - HA - GVP - Video
v8.1 - Genesys Training Manager	v8.1 - HA - SIP Qualification & Parking
v8.1 - Genesys Voice Platform & Lab	v8.1 - intelligent Workload Distribution & Lab
v8.1 - GVP - Multi-tenancy	v8.1 - iWD - Back Office & Lab
v8.1 - GVP - Quality Advisor & Lab	v8.1 - SIP Qualification & Parking & Lab
v8.1 - GVP – Video & Lab	v8.1 - Web Collaboration Option & Lab
v8.1 - GVP Multi-tenancy - Lab	

Details

Related Documents

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

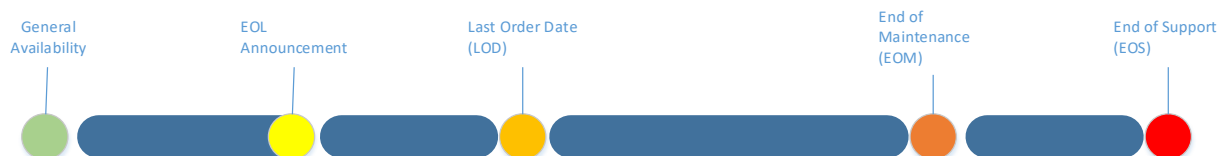
- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

Supplemental Information

- As technology and markets change, Genesys evolves their products by providing new releases of the solution. To ensure an ongoing and continuous improvement, Genesys will discontinue legacy and technologically obsolete products in accordance with our EOL policy.
- By upgrading to the latest version, customer can benefit from the new features and latest iteration of Genesys solutions.
- All the products that are listed have a direct replacement version available.

EOL Life Cycle Dates

End of Life Announcement Date	May 31st, 2019
Last Order Date	Nov 30th, 2019
End of Maintenance	Nov 30th, 2020
End of Support	May 31st, 2021



Entitlement / Migration Path

For products with a migration path, current customers on active maintenance are entitled to upgrade to the new versions as listed below:

Sellable Item	Entitlement / Migration Path
v8.0 - AIModule for ASR	v9.0 - AIModule for ASR
v8.0 - AIModule for ASR - Lab	v9.0 - AIModule for ASR - Lab
v8.0 - AIModule for TTS	v9.0 - AIModule for TTS
v8.0 - AIModule for TTS - Lab	v9.0 - AIModule for TTS - Lab
v8.0 - Call Qualification Parking	v9.0 - SIP Qualification & Parking
v8.0 - CCON to Info Mart Upgrade	v8.5 - CCON to Info Mart Upgrade
v8.0 - Enterprise SDK	v8.5 - Workspace
v8.0 - Genesys Chat	v9.0 - Genesys Chat
v8.0 - Genesys Chat - Lab	v9.0 - Genesys Chat - Lab
v8.0 - Genesys CIM Platform - MS	v8.5 - Genesys CIM Platform
v8.0 - Genesys CIM Platform - SS	v8.5 - Genesys CIM Platform
v8.0 - Genesys E-mail	v8.5 - Genesys E-mail
v8.0 - Genesys E-mail - Lab	v8.5 - Genesys E-mail - Lab
v8.0 - Genesys Info Mart	v8.5 - Genesys Info Mart
v8.0 - Genesys Info Mart - Lab	v8.5 - HA - Genesys Info Mart - Lab
v8.0 - Genesys Skills Assessor	v9.0 - Genesys Performance DNA
v8.0 - Genesys Skills Management	v8.5 - Genesys Skills Management
v8.0 - Genesys Training Manager	v9.0 - Genesys Training Manager
v8.0 - Genesys Voice Platform	v9.0 - Genesys Voice Platform (incl add'l capability)
v8.0 - Genesys Voice Platform - Lab	v9.0 - Genesys Voice Platform - Lab (incl add'l capability)
v8.0 - Genesys Web Media	v9.0 - Genesys Chat
v8.0 - Genesys Web Media - Lab	v9.0 - Genesys Chat - Lab
v8.0 - Genesys Workforce Management	v8.5 - Genesys Workforce Management
v8.0 - GVP - Video	v9.0 - Genesys Voice Platform (incl add'l capability)
v8.0 - GVP - Video - Lab	v9.0 - Genesys Voice Platform - Lab (incl add'l capability)
v8.0 - HA - AIModule for ASR	v9.0 - HA - AIModule for ASR
v8.0 - HA - AIModule for TTS	v9.0 - HA - AIModule for TTS
v8.0 - HA - CCON HA - Info Mart Upg.	v8.5 - HA - CCON HA - Info Mart Upg.
v8.0 - HA - CIM Platform	v8.5 - HA - CIM Platform
v8.0 - HA - CIM Platform - Lab	v8.1 - HA - CIM Platform - Lab

Entitlement / Migration Path (con't)

Sellable Item	Entitlement / Migration Path
<u>v8.0 - HA - Genesys Info Mart</u>	<u>v8.5 - HA - Genesys Info Mart</u>
<u>v8.0 - HA - Genesys Info Mart - Lab</u>	<u>v8.5 - HA - Genesys Info Mart - Lab</u>
<u>v8.0 - HA - Genesys Voice Platform</u>	<u>v9.0 - HA - Genesys Voice Platform (incl add'l capability)</u>
<u>v8.0 - HA - GVP - Video</u>	<u>v9.0 - HA - Genesys Voice Platform (incl add'l capability)</u>
<u>v8.0 - HA - IVR Connector</u>	<u>v8.5 - HA - IVR Connector</u>
<u>v8.0 - HA - IVR Connector - Lab</u>	<u>v8.5 - HA - IVR Connector - Lab</u>
<u>v8.0 - intelligent Workload Distrib. Lab</u>	<u>v9.0 - intelligent Workload Distribution - Lab</u>
<u>v8.0 - intelligent Workload Distribution</u>	<u>v9.0 - intelligent Workload Distribution</u>
<u>v8.0 - Interaction Workspace</u>	<u>v8.5 - Workspace</u>
<u>v8.0 - Interaction Workspace - Lab</u>	<u>v8.5 - Workspace - Lab</u>
<u>v8.0 - Interaction Workspace AIC Upgrade</u>	<u>v8.5 - Workspace AIC Upgrade</u>
<u>v8.0 - Interaction Workspace GAD Upgrade</u>	<u>v8.5 - Workspace GAD Upgrade</u>
<u>v8.0 - iWD - Back Office</u>	<u>v9.0 - iWD - Back Office</u>
<u>v8.0 - iWD - Back Office - Lab</u>	<u>v9.0 - iWD - Back Office - Lab</u>
<u>v8.0 - SIP Endpoint Connector</u>	<u>v9.0 - SIP Endpoint Connector</u>
<u>v8.0 - SIP Endpoint Connector - Lab</u>	<u>v9.0 - SIP Endpoint Connector - Lab</u>
<u>v8.0 - Web Collaboration Option</u>	<u>v9.0 - Genesys Co-browse</u>
<u>v8.0 - Web Collaboration Option - Lab</u>	<u>v9.0 - Genesys Co-browse Lab</u>
<u>v8.1 - Genesys Chat</u>	<u>v9.0 - Genesys Chat</u>
<u>v8.1 - Genesys Chat - Lab</u>	<u>v9.0 - Genesys Chat - Lab</u>
<u>v8.1 - Genesys CIM Platform - SS</u>	<u>v8.5 - Genesys CIM Platform</u>
<u>v8.1 - Genesys Co-browse</u>	<u>v9.0 - Genesys Co-browse</u>
<u>v8.1 - Genesys Co-browse Lab</u>	<u>v9.0 - Genesys Co-browse Lab</u>
<u>v8.1 - Genesys Media Server</u>	<u>v9.0 - SIP Qualification & Parking</u>
<u>v8.1 - Genesys Media Server - Lab</u>	<u>v9.0 - SIP Qualification & Parking - Lab</u>
<u>v8.1 - Genesys Skills Assessor</u>	<u>v9.0 - Genesys Performance DNA</u>
<u>v8.1 - Genesys Training Manager</u>	<u>v9.0 - Genesys Training Manager</u>
<u>v8.1 - Genesys Voice Platform</u>	<u>v9.0 - Genesys Voice Platform (incl add'l capability)</u>
<u>v8.1 - Genesys Voice Platform - Lab</u>	<u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u>
<u>v8.1 - GVP - Multi-tenancy</u>	<u>v9.0 - Genesys Voice Platform (incl add'l capability)</u>
<u>v8.1 - GVP - Quality Advisor</u>	<u>v9.0 - Genesys Voice Platform (incl add'l capability)</u>

Entitlement / Migration Path (con't)

Sellable Item	Entitlement / Migration Path
v8.1 - GVP - Quality Advisor - Lab	v9.0 - Genesys Voice Platform - Lab (incl add'l capability)
v8.1 - GVP - Video	v9.0 - Genesys Voice Platform (incl add'l capability)
v8.1 - GVP - Video - Lab	v9.0 - Genesys Voice Platform - Lab (incl add'l capability)
v8.1 - GVP Multi-tenancy - Lab	v9.0 - Genesys Voice Platform - Lab (incl add'l capability)
v8.1 - HA - AIModule for ASR	v9.0 - HA - AIModule for ASR
v8.1 - HA - AIModule for TTS	v9.0 - HA - AIModule for TTS
v8.1 - HA - CIM Platform	v8.5- HA - CIM Platform
v8.1 - HA - CTI AIM (Cisco)	v9.0 - HA - Genesys Voice Platform (incl add'l capability)
v8.1 - HA - Genesys Media Server	v9.0 - HA - SIP Qualification & Parking
v8.1 - HA - Genesys Voice Platform	v9.0 - HA - Genesys Voice Platform (incl add'l capability)
v8.1 - HA - GVP - Multi-tenancy	v9.0 - HA - Genesys Voice Platform (incl add'l capability)
v8.1 - HA - GVP - Quality Advisor	v9.0 - HA - Genesys Voice Platform (incl add'l capability)
v8.1 - HA - GVP - Video	v9.0 - HA - Genesys Voice Platform (incl add'l capability)
v8.1 - HA - SIP Qualification & Parking	v9.0 - HA - SIP Qualification & Parking
v8.1 - intelligent Workload Distrib. Lab	v9.0 - intelligent Workload Distribution - Lab
v8.1 - intelligent Workload Distribution	v9.0 - intelligent Workload Distribution
v8.1 - iWD - Back Office	v9.0 - iWD - Back Office
v8.1 - iWD - Back Office - Lab	v9.0 - iWD - Back Office - Lab
v8.1 - SIP Qualification & Parking	v9.0 - SIP Qualification & Parking
v8.1 - SIP Qualification & Parking - Lab	v9.0 - SIP Qualification & Parking - Lab
v8.1 - Web Collaboration Option	v9.0 - Genesys Co-browse
v8.1 - Web Collaboration Option - Lab	v9.0 - Genesys Co-browse Lab

Major Versions

This lists all versions affected by this EOL Announcement

- [Version 8.0](#)
- [Version 8.1](#)

Frequently Asked Questions

Why has Genesys decided to EOL PureEngage v8.0 & v8.1 products?

- **Answer:** Changes in technology and obsolescence of components / environments can be problematic and expensive for Genesys to support. Some v8.x releases are 6+ years old.

With the release of v9.0, the current support of v8.0 and v8.1 have been beyond what the Genesys MSLSA (Master Software License and Services Agreement) requires.

What is Genesys current maintenance & support policy?

- **Answer:** Genesys provides Maintenance and Support for the current Major Release of the Software and the most current version of the immediately prior Major Release. Support will be excluded if flaws in operation arising out of changes to the operating system or environment which adversely affects the Software.

For example, Genesys PureEngage's latest major product release is version **9.1**, Genesys will provide full support **at least** on versions **v9.1, v9.0 and v8.5**.

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.

For existing customers, it will still be possible to quote add-on Orders for additional product quantity or Maintenance and Support renewals for Customers who already have the applicable product(s) installed.

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.