

# Genesys PureEngage v7.6 product suite

**Product Suite End of Life Announcement**  
**May 31<sup>st</sup>, 2019**



# End of Life Announcement

Last Updated: [May 28<sup>th</sup>, 2019](#)

## Overview

As of [May 31<sup>st</sup>, 2019](#), Genesys announces the End of Life for the complete v7.6 solution suite with the products listed below:

Genesys Products 70 items	
v7.6 - 3rd Party Fax to iWD Upgrade	v7.6 - GVP - Multi-tenancy & Lab
v7.6 - 3rd Party Work Items & Lab	v7.6 - GVP H.323 Interface & Lab
v7.6 - 3rd Party Work Items - Lab	v7.6 - GVP Network Management & Lab
v7.6 - 3rd Party Work Items to iWD Upgr.	v7.6 - GVP Voice App. Reporter SDK
v7.6 - Agent Connector & Lab	v7.6 - HA - AIModule for ASR
v7.6 - AIModule for ASR & Lab	v7.6 - HA - AIModule for TTS
v7.6 - AIModule for TTS & Lab	v7.6 - HA - CCON HA - Info Mart Upg.
v7.6 - Call Qualification Parking	v7.6 - HA - CIM Platform & Lab
v7.6 - CCON to Info Mart Upgrade	v7.6 - HA - Genesys Voice Platform
v7.6 - CTI AIM (Cisco) & Lab	v7.6 - HA - GVP - Multi-tenancy
v7.6 - Framework to CIM Upgrade - MS	v7.6 - HA - GVP H323 Interface
v7.6 - Framework to CIM Upgrade - SS	v7.6 - HA - GVP Network Management
v7.6 - Genesys Agent Desktop & Lab	v7.6 - HA - CTI AIM (Cisco)
v7.6 - Genesys CIM Platform – MS & Lab	v7.6 - HA - Genesys Info Mart & Lab
v7.6 - Genesys CIM Platform – SS & Lab	v7.6 - HA - ICON Voice & Lab
v7.6 - Genesys E-mail & Lab	v7.6 - ICON Voice & Lab
v7.6 - Genesys Info Mart & Lab	v7.6 - intelligent Workload Distribution & Lab
v7.6 - Genesys Info Mart - Lab	v7.6 - iWD - Back Office & Lab
v7.6 - Genesys Skills Assessor	v7.6 - iWD Capture Adapter - JMS
v7.6 - Genesys Skills Management	v7.6 - iWD Capture Adapter - MQSeries
v7.6 - Genesys Training Manager	v7.6 - Outbd Upgrade - Preview to Voice
v7.6 - Genesys Voice Platform & Lab	v7.6 - Recording Connector & Lab
v7.6 - Genesys Voice Platform - DE	v7.6 - Web Collaboration Option & Lab
v7.6 - Genesys Web Media & Lab	v7.6 - Web Collaboration Option – Lab
v7.6 - Genesys Workforce Management	v7.6- Genesys Business Workflow

## Details

### Related Documents

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

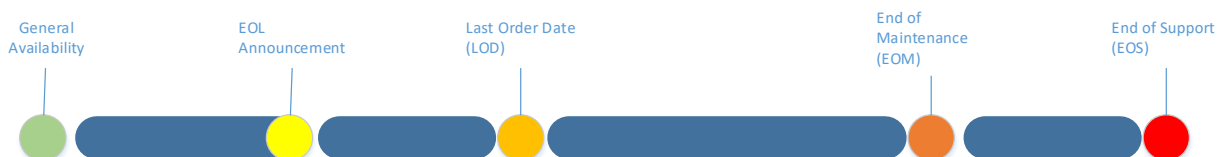
- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

## 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.

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	<b>May 31<sup>st</sup>, 2019</b>
<b>Last Order Date</b>	<b>Nov 30<sup>th</sup>, 2019</b>
<b>End of Maintenance</b>	<b>Nov 30<sup>th</sup>, 2020</b>
<b>End of Support</b>	<b>May 31<sup>st</sup>, 2021</b>



## 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
<a href="#"><u>v7.6 - 3rd Party Fax to iWD Upgrade</u></a>	<a href="#"><u>v8.5 - 3rd Party Fax to iWD Upgrade</u></a>
<a href="#"><u>v7.6 - 3rd Party Work Items</u></a>	<a href="#"><u>v8.1 - 3rd Party Work Items</u></a>
<a href="#"><u>v7.6 - 3rd Party Work Items - Lab</u></a>	<a href="#"><u>v8.1 - 3rd Party Work Items - Lab</u></a>
<a href="#"><u>v7.6 - 3rd Party Work Items to iWD Upgr.</u></a>	<a href="#"><u>v8.5 - 3rd Party Work Items to iWD Upgr</u></a>
<a href="#"><u>v7.6 - Agent Connector</u></a>	No Entitlement - Product Discontinuation
<a href="#"><u>v7.6 - Agent Connector - Lab</u></a>	No Entitlement - Product Discontinuation
<a href="#"><u>v7.6 - AIModule for ASR</u></a>	<a href="#"><u>v9.0 - AIModule for ASR</u></a>
<a href="#"><u>v7.6 - AIModule for ASR - Lab</u></a>	<a href="#"><u>v9.0 - AIModule for ASR - Lab</u></a>
<a href="#"><u>v7.6 - AIModule for TTS</u></a>	<a href="#"><u>v9.0 - AIModule for TTS</u></a>
<a href="#"><u>v7.6 - AIModule for TTS - Lab</u></a>	<a href="#"><u>v9.0 - AIModule for TTS - Lab</u></a>
<a href="#"><u>v7.6 - Call Qualification Parking</u></a>	<a href="#"><u>v9.0 - SIP Qualification &amp; Parking</u></a>
<a href="#"><u>v7.6 - CCON to Info Mart Upgrade</u></a>	<a href="#"><u>v8.5 - CCON to Info Mart Upgrade</u></a>
<a href="#"><u>v7.6 - CTI AIM (Cisco)</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capab</u></a>
	<a href="#"><u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - CTI AIM (Cisco) - Lab</u></a>	
<a href="#"><u>v7.6 - Framework to CIM Upgrade - MS</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Framework to CIM Upgrade - SS</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Genesys Agent Desktop</u></a>	No Entitlement - Product Discontinuation
<a href="#"><u>v7.6 - Genesys Agent Desktop - Lab</u></a>	No Entitlement - Product Discontinuation
<a href="#"><u>v7.6 - Genesys CIM Platform - MS</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Genesys CIM Platform - SS</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Genesys CIM Platform- MS - Lab</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Genesys CIM Platform- SS - Lab</u></a>	<a href="#"><u>v8.5 - Genesys CIM Platform</u></a>
<a href="#"><u>v7.6 - Genesys E-mail</u></a>	<a href="#"><u>v8.5 - Genesys E-mail</u></a>
<a href="#"><u>v7.6 - Genesys E-mail - Lab</u></a>	<a href="#"><u>v8.5 - Genesys E-mail - Lab</u></a>
<a href="#"><u>v7.6 - Genesys Info Mart</u></a>	<a href="#"><u>v8.5 - Genesys Info Mart</u></a>
<a href="#"><u>v7.6 - Genesys Info Mart - Lab</u></a>	<a href="#"><u>v8.5 - HA - Genesys Info Mart - Lab</u></a>
<a href="#"><u>v7.6 - Genesys Skills Assessor</u></a>	<a href="#"><u>v9.0 - Genesys Performance DNA</u></a>
<a href="#"><u>v7.6 - Genesys Skills Management</u></a>	<a href="#"><u>v8.5 - Genesys Skills Management</u></a>
<a href="#"><u>v7.6 - Genesys Training Manager</u></a>	<a href="#"><u>v9.0 - Genesys Training Manager</u></a>

## Entitlement / Migration Path (con't)

Sellable Item	Entitlement / Migration Path
<a href="#"><u>v7.6 - Genesys Training Manager</u></a>	<a href="#"><u>v9.0 - Genesys Training Manager</u></a>
<a href="#"><u>v7.6 - Genesys Voice Platform</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - Genesys Voice Platform - DE</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - Genesys Voice Platform - Lab</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - Genesys Web Media</u></a>	<a href="#"><u>v9.0 - Genesys Chat</u></a>
<a href="#"><u>v7.6 - Genesys Web Media - Lab</u></a>	<a href="#"><u>v9.0 - Genesys Chat - Lab</u></a>
<a href="#"><u>v7.6 - Genesys Workforce Management</u></a>	<a href="#"><u>v8.5 - Genesys Workforce Management</u></a>
<a href="#"><u>v7.6 - GVP - Multi-tenancy</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - GVP H.323 Interface - Lab</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - GVP Multi-tenancy - Lab</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - GVP Network Management</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - GVP Network Management - Lab</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform - Lab (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - GVP Voice App. Reporter SDK</u></a>	No Entitlement - Product Discontinuation
<a href="#"><u>v7.6 - GVP:H323 Interface</u></a>	<a href="#"><u>v9.0 - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - HA - AIModule for ASR</u></a>	<a href="#"><u>v9.0 - HA - AIModule for ASR</u></a>
<a href="#"><u>v7.6 - HA - AIModule for TTS</u></a>	<a href="#"><u>v9.0 - HA - AIModule for TTS</u></a>
<a href="#"><u>v7.6 - HA - CCON HA - Info Mart Upg.</u></a>	<a href="#"><u>v8.5 - HA - CCON HA - Info Mart Upg.</u></a>
<a href="#"><u>v7.6 - HA - CIM Platform</u></a>	<a href="#"><u>v8.5- HA - CIM Platform</u></a>
<a href="#"><u>v7.6 - HA - CIM Platform - Lab</u></a>	<a href="#"><u>v8.1 - HA - CIM Platform - Lab</u></a>
<a href="#"><u>v7.6 - HA - Genesys Info Mart</u></a>	<a href="#"><u>v8.5 - HA - Genesys Info Mart</u></a>
<a href="#"><u>v7.6 - HA - Genesys Info Mart - Lab</u></a>	<a href="#"><u>v8.5 - HA - Genesys Info Mart - Lab</u></a>
<a href="#"><u>v7.6 - HA - Genesys Voice Platform</u></a>	<a href="#"><u>v9.0 - HA - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - HA - GVP - Multi-tenancy</u></a>	<a href="#"><u>v9.0 - HA - Genesys Voice Platform (incl add'l capability)</u></a>
<a href="#"><u>v7.6 - HA - GVP H323 Interface</u></a>	<a href="#"><u>v9.0 - HA - Genesys Voice Platform (incl add'l capability)</u></a>

## Entitlement / Migration Path (con't)

Sellable Item	Entitlement / Migration Path
<u><a href="#">v7.6 - HA - GVP Network Management</a></u>	<u><a href="#">v9.0 - HA - Genesys Voice Platform (incl add'l capability)</a></u>
<u><a href="#">v7.6 - HA - ICON Voice</a></u>	No Entitlement - Product Discontinuation
<u><a href="#">v7.6 - HA - ICON Voice Lab</a></u>	No Entitlement - Product Discontinuation
<u><a href="#">v7.6 - ICON Voice</a></u>	No Entitlement - Product Discontinuation
<u><a href="#">v7.6 - ICON Voice Lab</a></u>	No Entitlement - Product Discontinuation
<u><a href="#">v7.6 - intelligent Workload Distrib. Lab</a></u>	<u><a href="#">v9.0 - intelligent Workload Distribution - Lab</a></u>
<u><a href="#">v7.6 - intelligent Workload Distribution</a></u>	<u><a href="#">v9.0 - intelligent Workload Distribution</a></u>
<u><a href="#">v7.6 - iWD - Back Office</a></u>	<u><a href="#">v9.0 - iWD - Back Office</a></u>
<u><a href="#">v7.6 - iWD - Back Office - Lab</a></u>	<u><a href="#">v9.0 - iWD - Back Office - Lab</a></u>
<u><a href="#">v7.6 - iWD Capture Adapter - JMS</a></u>	<u><a href="#">v8.5 - iWD Capture Adapter - JMS</a></u>
<u><a href="#">v7.6 - iWD Capture Adapter - MQSeries</a></u>	Product Discontinuation
<u><a href="#">v7.6 - Outbd Upgrade - Preview to Voice</a></u>	<u><a href="#">v8.1 - Outbound Upgrd - Preview to Voice</a></u>
<u><a href="#">v7.6 - Recording Connector</a></u>	<u><a href="#">v8.1 - Recording Connector</a></u>
<u><a href="#">v7.6 - Recording Connector - Lab</a></u>	<u><a href="#">v8.1 - Recording Connector - Lab</a></u>
<u><a href="#">v7.6 - Web Collaboration Option</a></u>	<u><a href="#">v9.0 - Genesys Co-browse</a></u>
<u><a href="#">v7.6 - Web Collaboration Option - Lab</a></u>	<u><a href="#">v9.0 - Genesys Co-browse Lab</a></u>
<u><a href="#">v7.6- Genesys Business Workflow</a></u>	No Entitlement - Product Discontinuation

## Major Versions

This lists all versions affected by this EOL Announcement

- [Version 7.6](#)

# Frequently Asked Questions

## Why has Genesys decided to EOL PureEngage v7.6?

- **Answer:** Changes in technology and obsolescence of components / environments can be problematic and expensive for Genesys to support. Some v7.6 releases are 11 or more years old. Many of them no longer have supported operation environments (OS, Database and etc)

With the release of v9.0, the current support of v7.6 has 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.