

Genesys Engage Premise Gplus Adapter WFM products Versions 5.4, 6.0, 6.1 and 6.2

End of Life Announcement
May 31st, 2020

End of Life

Last Updated: [May 13th, 2020](#)

Overview

As of [May 31st, 2020](#), Genesys announces End of Life / Genesys support for the legacy Gplus Adapter WFM products listed below:

Genesys Products	Release	End of Support
Gplus Adapter for Aspect eWFM	v5.4 , v6.0, v6.1	May 31st, 2021
	v 6.2	May 31st, 2022
Gplus Adapter for IEX TotalView	v5.4 , v6.0, v6.1	May 31st, 2021
	v 6.2	May 31st, 2022
Gplus Adapter for Teleopti WFM	v5.4 , v6.0, v6.1	May 31st, 2021
	v 6.2	May 31st, 2022
Gplus Adapter for Verint WFM	v5.4 , v6.0, v6.1	May 31st, 2021
	v6.2	May 31st, 2022
Gplus Universal Adapter for WFM	v6.0	May 31st, 2021

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.

Major Versions

The versions are affected by this EOL Announcement

- [Version 5.4](#)
- [Version 6.0, 6.1 and 6.2](#)

Supplemental Information

As technology and markets change, Genesys evolves its products by providing newer releases. With the release of **v7.2 Gplus Adapter for WFM** in 2019, Genesys has decided to discontinue the legacy versions in accordance with our EOL policy.

By upgrading to the latest version, customers can benefit from the new features of Genesys solutions.

Migration & Entitlement

For products that have a migration path, customers on active maintenance are entitled to download, install, and receive support of newer versions. A new license file should be requested and installed on newer hardware or Virtual Machines.

Customers need to submit a request to Genesys licensing for the upgrade.

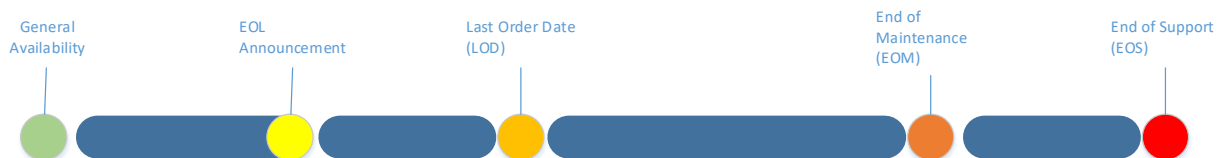
EOL Life Cycle Dates

For version 5.4, 6.0 and 6.1, here are the EOL Life Cycle Dates:

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

For version 6.2, here are the EOL Life Cycle Dates:

End of Life Announcement Date	May 31st, 2020
Last Order Date	Nov 30th, 2020
End of Maintenance	December 31st, 2021
End of Support	May 31st, 2022



Frequently Asked Questions

Why is Genesys retiring these products?

- **Answer:** Our third-party partner, Aria Solutions has begun to phase-out the older versions of WFM integration adapters.

With the release of **v7.2** Gplus Adapter, the new and updated versions will deliver better performance and much-improved quality to our customers. Hence, Genesys has followed suit to discontinue the legacy versions of the adapters.

What are customers' options?

- **Answer:** The best option is to download **v7.2** (latest version) as soon as possible and verify it meets requirements. Current adapter versions are compatible with older versions of Aspect, Nice, Teleopti, and Verint WFM applications.

Are there adapter changes or costs for licensing or the upgrade?

- **Answer:** There is no charge for customers with current maintenance contracts. If the adapter upgrade will be installed on a different server, users and partners should request a new license file. If the customer's business requirements have changed, then this represents a good opportunity to discover those requirements and make necessary configuration changes with Genesys using Professional Services. Review the release notes to understand any impact upon WFM RTA or historical reporting.

Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP20538ACAA	v5.4 Gplus Adapter for Aspect eWFM	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM	3GP112374ACAA
3GP20539ACAA	v5.4 Gplus Adapter for Aspect eWFM - Lab	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM - Lab	3GP112409ACAA
3GP20541ACAA	v5.4 Gplus Adapter for IEX TotalView	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView	3GP112404ACAA
3GP20537ACAA	v5.4 Gplus Adapter for IEX TotalView-Lab	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView - Lab	3GP112407ACAA
3GP20540ACAA	v5.4 Gplus Adapter for Teleopti WFM	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM	3GP112405ACAA
3GP20449ACAA	v5.4 Gplus Adapter for Teleopti WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM Lab	3GP112410ACAA
3GP20448ACAA	v5.4 Gplus Adapter for Verint WFM	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM	3GP112406ACAA
3GP20439ACAA	v5.4 Gplus Adapter for Verint WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM Lab	3GP112408ACAA
3GP20988ACAA	v6.0 Gplus Adapter for Aspect eWFM	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM	3GP112374ACAA
3GP20981ACAA	v6.0 Gplus Adapter for Aspect eWFM - Lab	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM - Lab	3GP112409ACAA
3GP20985ACAA	v6.0 Gplus Adapter for IEX TotalView	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView	3GP112404ACAA
3GP20982ACAA	v6.0 Gplus Adapter for IEX TotalView-Lab	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView - Lab	3GP112407ACAA
3GP20989ACAA	v6.0 Gplus Adapter for Teleopti WFM	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM	3GP112405ACAA
3GP20983ACAA	v6.0 Gplus Adapter for Teleopti WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM Lab	3GP112410ACAA
3GP20984ACAA	v6.0 Gplus Adapter for Verint WFM	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM	3GP112406ACAA
3GP20990ACAA	v6.0 Gplus Adapter for Verint WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM Lab	3GP112408ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP20986ACAA	v6.0 Gplus Universal Adapter for WFM	Product Depreciation	Not Applicable	Not Applicable
3GP20987ACAA	v6.0 Gplus Universal Adapter for WFM Lab	Product Depreciation	Not Applicable	Not Applicable
3GP21723ACAA	v6.1 - Gplus Adapter for Verint WFM	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM	3GP112406ACAA
3GP21724ACAA	v6.1 - Gplus Adapter for Verint WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM Lab	3GP112408ACAA
3GP21718ACAA	v6.1 - Gplus Adapter for Aspect eWFM	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM	3GP112374ACAA
3GP21719ACAA	v6.1 - Gplus Adapter for Aspect eWFM - Lab	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM - Lab	3GP112409ACAA
3GP21717ACAA	v6.1 - Gplus Adapter for IEX TotalView	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView	3GP112404ACAA
3GP21720ACAA	v6.1 - Gplus Adapter for IEX TotalView - Lab	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView - Lab	3GP112407ACAA
3GP21721ACAA	v6.1 - Gplus Adapter for Teleopti WFM	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM	3GP112405ACAA
3GP21722ACAA	v6.1 - Gplus Adapter for Teleopti WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM Lab	3GP112410ACAA
3GP82439ACAA	v6.2 Gplus Adapter for Aspect eWFM	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM	3GP112374ACAA
3GP82440ACAA	v6.2 Gplus Adapter for Aspect eWFM - Lab	Direct version Upgrade	v7.2 Gplus Adapter for Aspect eWFM - Lab	3GP112409ACAA
3GP82441ACAA	v6.2 Gplus Adapter for IEX TotalView	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView	3GP112404ACAA
3GP82442ACAA	v6.2 Gplus Adapter for IEX TotalView-Lab	Direct version Upgrade	v7.2 Gplus Adapter for IEX TotalView - Lab	3GP112407ACAA
3GP82443ACAA	v6.2 Gplus Adapter for Teleopti WFM	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM	3GP112405ACAA
3GP82444ACAA	v6.2 Gplus Adapter for Teleopti WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Teleopti WFM Lab	3GP112410ACAA
3GP82445ACAA	v6.2 Gplus Adapter for Verint WFM	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM	3GP112406ACAA
3GP82446ACAA	v6.2 Gplus Adapter for Verint WFM Lab	Direct version Upgrade	v7.2 Gplus Adapter for Verint WFM Lab	3GP112408ACAA

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.