

Genesys Engage Premises Legacy Nuance products

End of Life Announcement
April 30th, 2020

End of Life

Last Updated: [April 30th, 2020](#)

Overview

As of [April 30th, 2020](#), Genesys announces the End of Life / Genesys support for the legacy Nuance products listed below:

Genesys Products	Release	End of Support
Nuance Dial Modes Core	v 2.0	Immediate April 30, 2020
Nuance Evaluation Studio	v 10	Immediate April 30, 2020
Nuance FreeSpeech	v R10	October 31, 2020
Nuance NADM	v 5	Immediate April 30, 2020
Nuance NDM	v 5.2	Immediate April 30, 2020
Nuance OSDM	v 7.2	Immediate April 30, 2020
Nuance Recognizer	v 10	June 30, 2022
Nuance Vocalizer TTS	v 6	June 30, 2022
Nuance VocalPassword	v 10	October 31, 2020
SpeechWorks OSR 2.x / 3.x	v 6.5 & v 7.0	Immediate April 30, 2020
Voice Genie Nuance ASR	v 7.0	Immediate April 30, 2020

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

Several Nuance products listed above have already been announced as EOL by the vendor, and Genesys is updating our systems accordingly.

Migration & Entitlement

For products that have a migration path, customers on active maintenance will need to submit a request to Genesys licensing for upgrade.

For products that are in complete retirement, there will be no entitlement. Please contact your Account Executive or Partner Manager for information about alternative solution.

Some products denoted as ‘**upg**’ are used to track the conversion of licenses from one Tier level to another, or, to add additional voices or languages. Refer to the subsequent tier as indicated for migration entitlement options.

For example:

If a customer initially is licensed for 10 ports of:

HA – Nuance Recognizer 10 – Tier 2 – 2nd Lang Lab

And they move forward with a purchase of 10 ports of:

HA - Nuance Recognizer 10 - Tier 2-Tier 3 - 2nd Lang Lab Upg

Then, they have upgraded their initial ports to Tier 3:

HA – Nuance Recognizer 10 – Tier 3 – 2nd Lang Lab

So, they will follow the entitlement path for:

HA – Nuance Recognizer 10 – Tier 3 – 2nd Lang Lab

For details, please refer to the **Affected Products & Migration Path** section (Page 5) in this document.

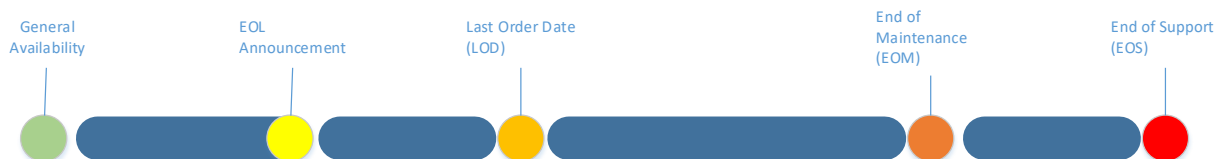
EOL Life Cycle Dates

For products that have a direct version upgrade path, here are the EOL Life Cycle Dates:

End of Life Announcement Date	April 30th, 2020
Last Order Date	October 30th, 2020
End of Maintenance	October 30th, 2021
End of Support	June 30th, 2022

For products that are in complete retirement, they will be End of Support upon this EOL announcement:

End of Life Announcement Date	April 30th, 2020
End of Support	April 30th, 2020



Frequently Asked Questions

Why is Genesys retiring the legacy Nuance products?

- **Answer:** Certain products are already EOL from Nuance. Genesys cannot extend support beyond the offered Nuance support. With the release of new versions of Nuance products, customers can benefit from the upgrade.

Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP50512ACAA	CA Mutual Fund Nam&Symb Update Svc mntly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP50509ACAA	CA Stock Names & Symbols Update Svc wkly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07889ACAA	HA - HMP Transcoding for GVP	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP08193ACAA	HA - Nuance Dial Mods Core 2.0 - 2nd Lng	Direct version Upgrade	HA Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20291ACAA
3GP08194ACAA	HA - Nuance Dial Mods Core 2.0 - 3+ Lng	Direct version Upgrade	HA Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20292ACAA
3GP07974ACAA	HA - Nuance Dial Mods Core 2.0-Lng-Tier3	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07975ACAA	HA - Nuance Dial Mods Core 2.0-Tier3	Direct version Upgrade	HA Nuance NDM 6.1 Core US_EN - T2-T4	3GP20293ACAA
3GP07976ACAA	HA - Nuance Dial Mods US Address v2.0	Direct version Upgrade	HA - Nuance NDM 6.1 Address	3GP20288ACAA
3GP07977ACAA	HA - Nuance Dial Mods US Name v2.0	Direct version Upgrade	HA - Nuance NDM 6.1 Name	3GP20290ACAA
3GP84660ACAA	HA - Nuance FreeSpeech 10 - System	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84656ACAA	HA - Nuance FreeSpeech 10 - T1 - 10K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84657ACAA	HA - Nuance FreeSpeech 10 - T2 - 50K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84658ACAA	HA - Nuance FreeSpeech 10 - T3 - 100K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84659ACAA	HA - Nuance FreeSpeech 10 - T4 - 100K+ Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP08986ACAA	HA - Nuance NDM 5.2 Address	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP08987ACAA	HA - Nuance NDM 5.2 Name	Direct version Upgrade	HA - Nuance NDM 6.1 Name	3GP20290ACAA
3GP09142ACAA	HA - Nuance Recognizer 10 - DTMF only	Direct version Upgrade	HA - Nuance Recognizer 11 - DTMF only	3GP109733ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP09143ACAA	HA - Nuance Recognizer 10 - Tier 2	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2	3GP109734ACAA
3GP107640ACAA	HA - Nuance Recognizer 10 - Tier 2 - 2nd Language - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2 - 2nd Lng - Lab	3GP111258ACAA
3GP107642ACAA	HA - Nuance Recognizer 10 - Tier 2 - 3+ Lng - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab	3GP109766ACAA
3GP107575ACAA	HA - Nuance Recognizer 10 - Tier 2 - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2 - Lab	3GP109763ACAA
3GP107649ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 - 2nd Lang Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 2nd Lang Lab	Not Applicable
3GP107647ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 2nd Lang	Not Applicable
3GP107652ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 - 3+ Lng - Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 3+ Lng - Lab	Not Applicable
3GP107650ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 - 3+ Lng Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 3+ Lng	Not Applicable
3GP107645ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 Lab	Not Applicable
3GP107643ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 3 Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3	Not Applicable
3GP107660ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 - 2nd Lang Lab- Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang Lab	Not Applicable
3GP107658ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang	Not Applicable
3GP107664ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 - 3+ Lng - Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 – 3+ Lang Lab	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP107662ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 - 3+ Lng Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 – 3+ Lang	Not Applicable
3GP107656ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 Lab	Not Applicable
3GP107654ACAA	HA - Nuance Recognizer 10 - Tier 2-Tier 4 Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4	Not Applicable
3GP09144ACAA	HA - Nuance Recognizer 10 - Tier 3	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3	3GP109735ACAA
3GP107667ACAA	HA - Nuance Recognizer 10 - Tier 3 - 2nd Language - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3 - 2nd Lng Lab	3GP111259ACAA
3GP107669ACAA	HA - Nuance Recognizer 10 - Tier 3 - 3+ Lng Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab	3GP109783ACAA
3GP107665ACAA	HA - Nuance Recognizer 10 - Tier 3 - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3 - Lab	3GP109780ACAA
3GP107687ACAA	HA - Nuance Recognizer 10 - Tier 3 - Tier 4 - 3+ Lng Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+ Lng Lab	Not Applicable
3GP107678ACAA	HA - Nuance Recognizer 10 - Tier 3 - Tier 4 - 3+ Lng Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+ Lng	Not Applicable
3GP107672ACAA	HA - Nuance Recognizer 10 - Tier 3 - Tier 4 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 Lab	Not Applicable
3GP107670ACAA	HA - Nuance Recognizer 10 - Tier 3 - Tier 4 Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4	Not Applicable
3GP107676ACAA	HA - Nuance Recognizer 10 - Tier 3-Tier 4 - 2nd Lang Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang Lab	Not Applicable
3GP107674ACAA	HA - Nuance Recognizer 10 - Tier 3-Tier 4 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang	Not Applicable
3GP09145ACAA	HA - Nuance Recognizer 10 - Tier 4	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4	3GP109736ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP107692ACAA	HA - Nuance Recognizer 10 - Tier 4 - 2nd Language - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4 - 2nd Lng Lab	3GP111260ACAA
3GP107691ACAA	HA - Nuance Recognizer 10 - Tier 4 - 3+ Lng Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab	3GP109792ACAA
3GP107688ACAA	HA - Nuance Recognizer 10 - Tier 4 - Lab	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4 - Lab	3GP109789ACAA
3GP09146ACAA	HA - Nuance Recognizer 10 - Tier 2-3+ Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2-3+ Lng	3GP109737ACAA
3GP09147ACAA	HA - Nuance Recognizer 10 - Tier 3-3+ Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3-3+ Lng	3GP109738ACAA
3GP09148ACAA	HA - Nuance Recognizer 10 - Tier 4-3+ Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4-3+ Lng	3GP109739ACAA
3GP09149ACAA	HA - Nuance Recognizer 10 - Tier2-2nd Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier2-2nd Lng	3GP109740ACAA
3GP09150ACAA	HA - Nuance Recognizer 10 - Tier3-2nd Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier3-2nd Lng	3GP109741ACAA
3GP09151ACAA	HA - Nuance Recognizer 10 - Tier4-2nd Lng	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier4-2nd Lng	3GP109742ACAA
3GP107718ACAA	HA - Nuance Vocalizer TTS v6.0 - Lab	Direct version Upgrade	HA - Nuance Vocalizer TTS v7.0 - Lab	3GP109794ACAA
3GP107719ACAA	HA - Nuance Vocalizer TTS v6.0 Addl Voice - Lab	Direct version Upgrade	HA - Nuance Vocalizer TTS v7.0 Addl Voice - Lab	3GP109795ACAA
3GP81999ACAA	HA - Nuance VocalPassword 10 - System	Complete Retirement	Contact Genesys	Not Applicable
3GP82000ACAA	HA - Nuance VocalPassword 10 - T1 - 10K Max Daily Trans	Complete Retirement	Contact Genesys	Not Applicable
3GP82001ACAA	HA - Nuance VocalPassword 10 - T2 - 50K Max Daily Trans	Complete Retirement	Contact Genesys	Not Applicable
3GP82002ACAA	HA - Nuance VocalPassword 10 - T3 - 100K Max Daily Trans	Complete Retirement	Contact Genesys	Not Applicable
3GP82003ACAA	HA - Nuance VocalPassword 10 - T4 - 100K+ Max Daily Trans	Complete Retirement	Contact Genesys	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP08437ACAA	HA Nuance NADM 5.0 Core 2nd Lang - T4	Direct version Upgrade	HA Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20291ACAA
3GP08438ACAA	HA Nuance NADM 5.0 Core 3+ Langs - T4	Direct version Upgrade	HA Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20292ACAA
3GP08439ACAA	HA Nuance NADM 5.0 Core US_EN - T4	Direct version Upgrade	HA Nuance NDM 6.1 Core US_EN - T2-T4	3GP20293ACAA
3GP09033ACAA	HA Nuance NDM 5.2 Core 2nd Lang - T2-T4	Direct version Upgrade	HA Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20291ACAA
3GP09034ACAA	HA Nuance NDM 5.2 Core 3+ Langs - T2-T4	Direct version Upgrade	HA Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20292ACAA
3GP09035ACAA	HA Nuance NDM 5.2 Core US_EN - T2-T4	Direct version Upgrade	HA Nuance NDM 6.1 Core US_EN - T2-T4	3GP20293ACAA
3GP20879ACAA	HA Nuance Vocalizer TTS v6.0	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0	3GP109796ACAA
3GP20880ACAA	HA Nuance Vocalizer TTS v6.0 Addl Lang	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0 Addl Voice	3GP109773ACAA
3GP83217ACAA	HA Nuance Vocalizer TTS v6.0 Addl Voice	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0 Addl Voice	3GP109773ACAA
3GP08435ACAA	Nuance AGE 5.0 3+ Langs - T4	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP08042ACAA	Nuance Dial Mods Core 2.0 - Lng - Tier3	Complete Retirement	Nuance NDM 6.1 Core US_EN - T2-T4	3GP20284ACAA
3GP07996ACAA	Nuance Dial Mods Core 2.0 - Tier3	Complete Retirement	Nuance NDM 6.1 Core US_EN - T2-T4	3GP20284ACAA
3GP07997ADAA	Nuance Dial Mods Core 2.0-Lab - Tier3	Complete Retirement	Nuance NDM 6.1 Core US_EN - T2-T4 - Lab	3GP20283ACAA
3GP08043ACAA	Nuance Dial Mods US Addr v2.0	Direct version Upgrade	Nuance NDM 6.1 Address	3GP20289ACAA
3GP08044ADAA	Nuance Dial Mods US Addr v2.0 - Lab	Direct version Upgrade	Nuance NDM 6.1 Address - Lab	3GP20287ACAA
3GP08045ACAA	Nuance Dial Mods US Name v2.0	Direct version Upgrade	Nuance NDM 6.1 Name	3GP20282ACAA
3GP08046ADAA	Nuance Dial Mods US Name v2.0 - Lab	Direct version Upgrade	Nuance NDM 6.1 Name - Lab	3GP20281ACAA
3GP08195ACAA	Nuance Dialog Modules Core 2.0 - 2nd Lng	Direct version Upgrade	Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20286ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP08196ACAA	Nuance Dialog Modules Core 2.0 - 3+ Lng	Direct version Upgrade	Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20285ACAA
3GP84863ACAA	Nuance Evaluation Studio 10	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84661ACAA	Nuance FreeSpeech 10 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84651ACAA	Nuance FreeSpeech 10 - System	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84652ACAA	Nuance FreeSpeech 10 - T1 - 10K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84653ACAA	Nuance FreeSpeech 10 - T2 - 50K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84654ACAA	Nuance FreeSpeech 10 - T3 - 100K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP84655ACAA	Nuance FreeSpeech 10 - T4 - 100K+ Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP08443ACAA	Nuance NADM 5.0 Core 2nd Lang - T4	Direct version Upgrade	Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20286ACAA
3GP08444ACAA	Nuance NADM 5.0 Core 3+ Langs - T4	Direct version Upgrade	Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20285ACAA
3GP08445ACAA	Nuance NADM 5.0 Core US_EN - T4	Direct version Upgrade	Nuance NDM 6.1 Core US_EN - T2-T4	3GP20284ACAA
3GP08988ACAA	Nuance NDM 5.2 Address	Direct version Upgrade	Nuance NDM 6.1 Address	3GP20289ACAA
3GP08989ADAA	Nuance NDM 5.2 Address - Lab	Direct version Upgrade	Nuance NDM 6.1 Address - Lab	3GP20287ACAA
3GP09036ACAA	Nuance NDM 5.2 Core 2nd Lang - T2-T4	Direct version Upgrade	Nuance NDM 6.1 Core 2nd Lang - T2-T4	3GP20286ACAA
3GP09037ACAA	Nuance NDM 5.2 Core 3+ Langs - T2-T4	Direct version Upgrade	Nuance NDM 6.1 Core 3+ Langs - T2-T4	3GP20285ACAA
3GP09038ACAA	Nuance NDM 5.2 Core US_EN - T2-T4	Direct version Upgrade	Nuance NDM 6.1 Core US_EN - T2-T4	3GP20284ACAA
3GP09039ADAA	Nuance NDM 5.2 Core US_EN - T2-T4 - Lab	Direct version Upgrade	Nuance NDM 6.1 Core US_EN - T2-T4 - Lab	3GP20283ACAA
3GP08990ACAA	Nuance NDM 5.2 Name	Direct version Upgrade	Nuance NDM 6.1 Name	3GP20282ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP08991ADAA	Nuance NDM 5.2 Name - Lab	Direct version Upgrade	Nuance NDM 6.1 Name - Lab	3GP20281ACAA
3GP09153ACAA	Nuance Recognizer 10 - DTMF	Direct version Upgrade	Nuance Recognizer 11 - DTMF	3GP109744ACAA
3GP09154ADAA	Nuance Recognizer 10 - DTMF - Lab	Direct version Upgrade	Nuance Recognizer 11 - DTMF - Lab	3GP109745ACAA
3GP09152ACAA	Nuance Recognizer 10 DTMF - Tier 2 Upg	Direct version Upgrade	Nuance Recognizer 11 DTMF - Tier 2 Upg	3GP109743ACAA
3GP09155ACAA	Nuance Recognizer 10 - Tier 2	Direct version Upgrade	Nuance Recognizer 11 - Tier 2	3GP109746ACAA
3GP107639ACAA	Nuance Recognizer 10 - Tier 2 - 2nd Language - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 2nd Language - Lab	3GP109764ACAA
3GP09156ACAA	Nuance Recognizer 10 - Tier 2 - 3+ Lng	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 3+ Lng	3GP109747ACAA
3GP107641ACAA	Nuance Recognizer 10 - Tier 2 - 3+ Lng - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 3+ Lng - Lab	3GP109766ACAA
3GP09157ADAA	Nuance Recognizer 10 - Tier 2 - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - Lab	3GP109748ACAA
3GP107653ACAA	Nuance Recognizer 10 - Tier 2 - Tier 3 - 3+ Lng Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 3+ Lng	Not Applicable
3GP107648ACAA	Nuance Recognizer 10 - Tier 2-Tier 3 - 2nd Lang Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 2nd Lang Lab	Not Applicable
3GP107646ACAA	Nuance Recognizer 10 - Tier 2-Tier 3 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 2nd Lang	Not Applicable
3GP107651ACAA	Nuance Recognizer 10 - Tier 2-Tier 3 - 3+ Lng Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 - 3+ Lng Lab	Not Applicable
3GP107644ACAA	Nuance Recognizer 10 - Tier 2-Tier 3 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3 Lab	Not Applicable
3GP09158ACAA	Nuance Recognizer 10 - Tier 2-Tier 3 Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 3	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP107659ACAA	Nuance Recognizer 10 - Tier 2-Tier 4 - 2nd Lang Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang Lab	Not Applicable
3GP107657ACAA	Nuance Recognizer 10 - Tier 2-Tier 4 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang	Not Applicable
3GP107661ACAA	Nuance Recognizer 10 - Tier 2-Tier 4 - 3+ Lng - Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+ Lng	Not Applicable
3GP107663ACAA	Nuance Recognizer 10 - Tier 2-Tier 4 - 3+ Lng Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+ Lng Lab	Not Applicable
3GP107655ACAA	Nuance Recognizer 10 - Tier 2-Tier 4 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 Lab	Not Applicable
3GP09159ACAA	Nuance Recognizer 10 - Tier 2toTier4Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4	Not Applicable
3GP09160ACAA	Nuance Recognizer 10 - Tier 3	Direct version Upgrade	Nuance Recognizer 11 - Tier 3	3GP109751ACAA
3GP107666ACAA	Nuance Recognizer 10 - Tier 3 - 2nd Language - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 2nd Language - Lab	3GP109781ACAA
3GP107668ACAA	Nuance Recognizer 10 - Tier 3 - 3+ Lng Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 3+ Lng Lab	3GP109782ACAA
3GP09161ADAA	Nuance Recognizer 10 - Tier 3 - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - Lab	3GP109752ACAA
3GP107673ACAA	Nuance Recognizer 10 - Tier 3 - Tier 4 - 2nd Lang Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang	Not Applicable
3GP107686ACAA	Nuance Recognizer 10 - Tier 3 - Tier 4 - 3+ Lng Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+ Lng Lab	Not Applicable
3GP107677ACAA	Nuance Recognizer 10 - Tier 3 - Tier 4 - 3+Lng Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 3+Lng	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP107671ACAA	Nuance Recognizer 10 - Tier 3 - Tier 4 Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 Lab	Not Applicable
3GP107675ACAA	Nuance Recognizer 10 - Tier 3-Tier 4 - 2nd Lang Lab Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4 - 2nd Lang Lab	Not Applicable
3GP09162ACAA	Nuance Recognizer 10 - Tier 3-Tier 4 Upg	Direct version Upgrade	Purchase of this SKU upgraded the ports to Tier 4	Not Applicable
3GP09163ACAA	Nuance Recognizer 10 - Tier 4	Direct version Upgrade	Nuance Recognizer 11 - Tier 4	3GP109754ACAA
3GP107689ACAA	Nuance Recognizer 10 - Tier 4 - 2nd Language - Lab	Direct version Upgrade	Nuance Recognizer 11- Tier 4 - 2nd Lang - Lab	3GP109790ACAA
3GP09164ACAA	Nuance Recognizer 10 - Tier 4 - 2nd Lng	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - 2nd Lng	3GP109755ACAA
3GP09165ACAA	Nuance Recognizer 10 - Tier 4 - 3+ Lng	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - 3+ Lng	3GP109756ACAA
3GP107690ACAA	Nuance Recognizer 10 - Tier 4 - 3+ Lng Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - 3+ Lng Lab	3GP109791ACAA
3GP09166ADAA	Nuance Recognizer 10 - Tier 4 - Lab	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - Lab	3GP109757ACAA
3GP09167ACAA	Nuance Recognizer 10 -Tier 2 - 2nd Lng	Direct version Upgrade	Nuance Recognizer 11 -Tier 2 - 2nd Lng	3GP109760ACAA
3GP09168ACAA	Nuance Recognizer 10 -Tier 3 - 2nd Lng	Direct version Upgrade	Nuance Recognizer 11 -Tier 3 - 2nd Lng	3GP109761ACAA
3GP09169ACAA	Nuance Recognizer 10 -Tier 3 - 3+ Lng	Direct version Upgrade	Nuance Recognizer 11 -Tier 3 - 3+ Lng	3GP109762ACAA
3GP20881ACAA	Nuance Vocalizer TTS v6	Direct version Upgrade	Nuance Vocalizer TTS v7.0	3GP109798ACAA
3GP20882ACAA	Nuance Vocalizer TTS v6.0 - Lab	Direct version Upgrade	Nuance Vocalizer TTS v7.0 - Lab	3GP109800ACAA
3GP20883ACAA	Nuance Vocalizer TTS v6.0 Addl Lang	Direct version Upgrade	Nuance Vocalizer TTS v7.0 Addl Voice	3GP109776ACAA
3GP83216ACAA	Nuance Vocalizer TTS v6.0 Addl Voice	Direct version Upgrade	Nuance Vocalizer TTS v7.0 Addl Voice	3GP109776ACAA
3GP107717ACAA	Nuance Vocalizer TTS v6.0 Addl Voice - Lab	Direct version Upgrade	Nuance Vocalizer TTS v7.0 Addl Voice - Lab	3GP109793ACAA
3GP82006ACAA	Nuance VocalPassword 10 - Lab	Direct version Upgrade	Nuance SecuritySuite 12 - Test/Dev Lab System - PEP	3GP111264ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP81993ACAA	Nuance VocalPassword 10 - System	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP81994ACAA	Nuance VocalPassword 10 - T1 - 10K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP81995ACAA	Nuance VocalPassword 10 - T2 - 50K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP81996ACAA	Nuance VocalPassword 10 - T3 - 100K Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP81997ACAA	Nuance VocalPassword 10 - T4 - 100K+ Max Daily Trans	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063097ACAA	Scansoft Mexican Spanish Language Pack	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP50511ACAA	US Mutual Fund Nam&Symb Update Svc mntly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP50508ACAA	US Stock Names & Symbols Update Svc wkly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP50510ACAA	US&CA Mutual Fund Nam&Symb Upd Svc mntly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP50507ACAA	US&CA StockNames&Symbols Update Svc wkly	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063132ACAA	v6.5 - HA SSFT SpchifyTTS Lng v3.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063116AEAA	v6.5 - HA SSFT OSR Tier 1 to Tier 2 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063127ACAA	v6.5 - HA SSFT OSR v2.0.3 (Tier 1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063126ACAA	v6.5 - HA SSFT OSR v2.0.3 (Tier 2)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063125ACAA	v6.5 - HA SSFT OSR v2.0.3 (Tier 3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063141ACAA	v6.5 - HA SSFT OSR v3.0(Tier 1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063139ACAA	v6.5 - HA SSFT OSR v3.0 (Tier 3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063119AEAA	v6.5 - HA SSFT OSR Lng Tier1toTier2 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063120AEAA	v6.5 - HA SSFT OSR Lng Tier1toTier3 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063121AEAA	v6.5 - HA SSFT OSR Lng Tier2toTier3 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063130ACAA	v6.5 - HA SSFT OSR Lng v2.0.3(Tier1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP063129ACAA	v6.5 - HA SSFT OSR Lng v2.0.3(Tier2)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063128ACAA	v6.5 - HA SSFT OSR Lng v2.0.3(Tier3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063144ACAA	v6.5 - HA SSFT OSR Lng v3.0 (Tier1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063142ACAA	v6.5 - HA SSFT OSR Lng v3.0 (Tier3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063117AEAA	v6.5 - HA SSFT OSR Tier 1 to Tier 3 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063118AEAA	v6.5 - HA SSFT OSR Tier 2 to Tier 3 up	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063131ACAA	v6.5 - HA SSFT Spchify TTS v3.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063096ACAA	v6.5 - SpeechWorks OSDM 2.0 US Address	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063020ACAA	v6.5 - Speechworks OSR - v2.0.3 (Tier 1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063019ACAA	v6.5 - Speechworks OSR - v2.0.3 (Tier 2)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063018ACAA	v6.5 - Speechworks OSR - v2.0.3 (Tier 3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063077ACAA	v6.5 - SSFT Lang Tier1toTier2 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063078ACAA	v6.5 - SSFT Lang Tier1toTier3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063079ACAA	v6.5 - SSFT Lang Tier2toTier3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063070ACAA	v6.5 - SSFT OSR - v3.0.3 (Tier 1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063153ADAA	v6.5 - SSFT OSR Lng v2.0.3(Tier3)Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063152ADAA	v6.5 - SSFT OSR v2.0.3 (Tier 3)Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063073ACAA	v6.5 - SSFT OSR-language v3.0.3 (Tier1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063072ACAA	v6.5 - SSFT OSR-language v3.0.3 (Tier2)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063074ACAA	v6.5 - SSFT OSR-Tier 1 to Tier 2 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063075ACAA	v6.5 - SSFT OSR-Tier 1 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063076ACAA	v6.5 - SSFT OSR-Tier 2 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063154ADAA	v6.5 - SSFT Spchify TTS v3.0 Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP063023ACAA	v6.5-SpchWrks OSR-language v2.0.3(Tier1)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063022ACAA	v6.5-SpchWrks OSR-language v2.0.3(Tier2)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063021ACAA	v6.5-SpchWrks OSR-language v2.0.3(Tier3)	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06277ACAA	v6.5-SpchWrks RealSpkTTS Language v3.5.1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063045ACAA	v6.5-SpchWrks SP Tier 1 to Tier 2 upgrde	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063046ACAA	v6.5-SpchWrks SP Tier 1 to Tier 3 upgrde	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063047ACAA	v6.5-SpchWrks SP Tier 2 to Tier 3 upgrde	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06273ACAA	v6.5-SpchWrks SpchifyTTS Language v2.1.5	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06275ACAA	v6.5-SpchWrks SpchifyTTS Language v2.1.6	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06294AEAA	v6.5-SpchWrksOSDM Tier 1 to Tier 2 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06295AEAA	v6.5-SpchWrksOSDM Tier 1 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP06296AEAA	v6.5-SpchWrksOSDM Tier 2 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063051ACAA	v6.5-SpWk SP lang Tier 1 to Tier 2 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063052ACAA	v6.5-SpWk SP lang Tier 1 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP063053ACAA	v6.5-SpWk SP lang Tier 2 to Tier 3 upgrd	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07300ACAA	v7.0 - HA SSFT Real Spk TTS Lng v4.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07299ACAA	v7.0 - HA SSFT Real Spk TTS v4.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07266ACAA	v7.0 - SSFT Real Speak TTS - v4.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07267ACAA	v7.0 - SSFT Real SpkTTS Lng-4.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07647ACAA	v7.0 - VG Nuance Dialog Port Enhanced	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07646ACAA	v7.0 - VG Nuance Dialog Port Std.	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07645ACAA	v7.0 - VG Nuance DTMF Only	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07644ACAA	v7.0 - VG Nuance Endpointer	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP07643ACAA	v7.0 - VG Nuance Vocalizer	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07655ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07632ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 1-HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07654ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07631ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 2-HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07653ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 3	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07630ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 3-HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07652ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 4	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07629ACAA	v7.0 - VG NuanceASR Lng v8.5 - Tier 4-HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07651ACAA	v7.0 - VG NuanceASR v8.5 - Tier 1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07628ACAA	v7.0 - VG NuanceASR v8.5 - Tier 1 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07614ADAA	v7.0 - VG NuanceASR v8.5 - Tier 1 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07650ACAA	v7.0 - VG NuanceASR v8.5 - Tier 2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07627ACAA	v7.0 - VG NuanceASR v8.5 - Tier 2 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07613ADAA	v7.0 - VG NuanceASR v8.5 - Tier 2 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07649ACAA	v7.0 - VG NuanceASR v8.5 - Tier 3	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07626ACAA	v7.0 - VG NuanceASR v8.5 - Tier 3 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07612ADAA	v7.0 - VG NuanceASR v8.5 - Tier 3 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07648ACAA	v7.0 - VG NuanceASR v8.5 - Tier 4	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07625ACAA	v7.0 - VG NuanceASR v8.5 - Tier 4 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07611ADAA	v7.0 - VG NuanceASR v8.5 - Tier 4 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07637ACAA	v7.0 - VG NuanceOSR Lng v3.0 - Tier 1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07606ADAA	v7.0 - VG NuanceOSR v3.0 - Tier 1 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP07634ACAA	v7.0 - VG NuanceOSR v3.0 - Tier 2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07616ACAA	v7.0 - VG NuanceOSR v3.0 - Tier 2 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07607ADAA	v7.0 - VG NuanceOSR v3.0 - Tier 2 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07618ACAA	v7.0 - VG NuanceOSR v3.0 - Tier 4 - HA	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07683ACAA	v7.2 - HA-Nuance Realspeak Lng TTS v4.0	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07558ACAA	v7.2 - HA-NuanceOSDM-language v2.0Tier1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07559ACAA	v7.2 - HA-NuanceOSDM-language v2.0Tier2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07530ACAA	v7.2 - NuanceOSDM - Core&Comrcv2.0Tier1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07531ACAA	v7.2 - NuanceOSDM - Core&Comrcv2.0Tier2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07533ACAA	v7.2 - NuanceOSDM - language v2.0Tier1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07534ACAA	v7.2 - NuanceOSDM - language v2.0Tier2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07555ACAA	v7.2-HA-NuanceOSDM-Core&Comrc v2.0Tier1	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07556ACAA	v7.2-HA-NuanceOSDM-Core&Comrc v2.0Tier2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07536ADAA	v7.2-NuanceOSDM-Core&Comrc v2.0Tier1-Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
3GP07537ADAA	v7.2-NuanceOSDM-Core&Comrc v2.0Tier2-Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

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.