

Genesys Engage™ on-premises Legacy VoiceGenie products Versions 7.x

End of Life Announcement
October 15th, 2020

End of Life

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

Overview

As of [October 15th, 2020](#), Genesys™ announces the End of Life / Genesys support for the legacy VoiceGenie products listed below:

Genesys Products	Release	End of Support
VoiceGenie Platform	v 7.0	Effective immediately October 15 th , 2020
VoiceGenie Nuance	v 8.5	Effective immediately October 15 th , 2020
VoiceGenie Platform	v 7.2	December 31 st , 2022

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

This lists all versions affected by this EOL Announcement

- [Version 7.0](#)
- [Version 7.2](#)
- [Nuance v 8.5](#)

Supplemental Information

As technology and markets change, Genesys evolves their products by providing new releases of the solution. With the availability of **Genesys Voice Platform version 9.0**, Genesys decides to discontinue the legacy **VoiceGenie** solution in accordance with our EOL policy. **Genesys Voice Platform** allows customers to run their contact centers with a supported OS version, as well as enjoying a better speech recognition and TTS performance for their systems.

Upgrade benefits

- Complies with [GDPR \(General Data Protection Regulation\) data privacy requirements](#).
- Improved security and application performance by running on updated and supported version of Operating Systems.
- Take advantage of better speech recognition and TTS performance with new versions of Nuance components in GVP.
- Ability to integrate your contact center capabilities to other Genesys solutions and newer media gateways, which does not exist in VoiceGenie.

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.

For details, please refer to the **Affected Products & Migration Path** section ([Page 6](#)) in this document.

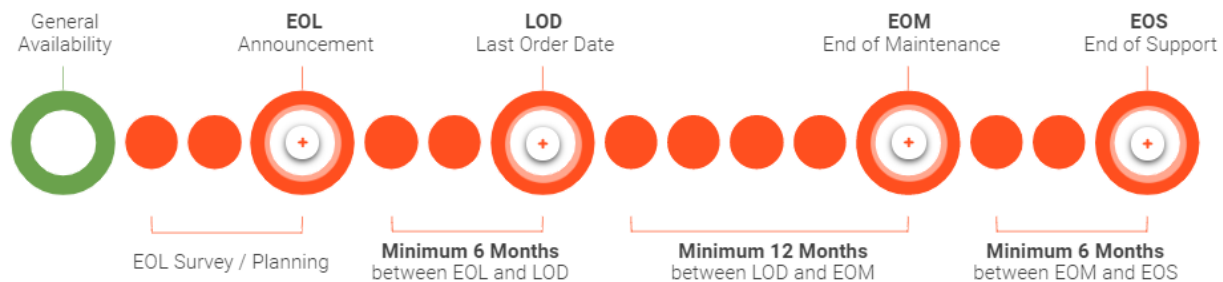
EOL Life Cycle Dates

For version **7.0 & Nuance v8.5** items, here is the EOL Life Cycle Dates:

End of Life Announcement Date	October 15th, 2020
End of Support	October 15th, 2020

For version **7.2**, here is the EOL Life Cycle Dates:

End of Life Announcement Date	October 15th, 2020
Last Order Date	October 15th, 2020
End of Maintenance	December 31st, 2021
End of Support	December 31st, 2022



Frequently Asked Questions

Why is Genesys retiring the legacy VoiceGenie products?

- **Answer:** With **Genesys Voice Platform version 9.0**, Genesys has decided to discontinue the legacy **VoiceGenie** versions and encourage customers to upgrade to **Genesys Voice Platform** that aligns to the latest IVR and omnichannel solution. This will bring a better performance and improved quality to our customers.

Are there changes or costs for licensing or the upgrade?

- **Answer:** All upgrades require the VoiceGenie ports to be part of an active maintenance contract. For VoiceGenie ports purchased prior to May 6, 2006, customers will be required to purchase the VG Legacy Upgrade. For VoiceGenie ports purchased after May 6, 2006, there are no additional upgrade fees. 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.

Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP07493ACAA	v7.0 - HA - VG - ASR AIM	Alternative product	v9.0 - AIModule for ASR	3GP105427ACAA
3GP07495ACAA	v7.0 - HA - VG - Call Analyst	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07492ACAA	v7.0 - HA - VG - Cisco ICM AIM	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07489ACAA	v7.0 - HA - VG - H.323 Connectivity Int.	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07498ACAA	v7.0 - HA - VG - MRCP Proxy	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07487ACAA	v7.0 - HA - VG - PSTN Connectivity Int.	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07496ACAA	v7.0 - HA - VG - Quality Advisor	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07488ACAA	v7.0 - HA - VG - SIP Connectivity Int.	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07497ACAA	v7.0 - HA - VG - SIP Proxy	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07490ACAA	v7.0 - HA - VG - TDM to H.323 Upgr. Int.	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07494ACAA	v7.0 - HA - VG - TTS AIM	Alternative product	v9.0 - HA - AIModule for TTS	3GP105434ACAA
3GP07491ACAA	v7.0 - HA - VG -TDM to SIP Upgrade Int.	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07486ACAA	v7.0 - HA - VG VXML Gateway	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07511ACAA	v7.0 - HA - VoiceGenie (VG) Platform	Alternative product	v9.0 - HA - Genesys Voice Platform (incl add'l capability)	3GP105556ACAA
3GP07476ACAA	v7.0 - VG - ASR AIM	Alternative product	v9.0 - AIModule for ASR	3GP105427ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP07506ADAA	v7.0 - VG - ASR AIM - Lab	Alternative product	v9.0 - AIModule for ASR - Lab v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability) v9.0 - Genesys Voice Platform (incl add'l capability)	3GP105428ACAA
3GP07475ACAA	v7.0 - VG - Cisco ICM AIM	Alternative product		3GP105426ACAA
3GP07505ADAA	v7.0 - VG - Cisco ICM AIM - Lab	Alternative product		3GP105426ACAA
3GP07502ADAA	v7.0 - VG - H.323 Connectivity int.- Lab	Alternative product		3GP105426ACAA
3GP07472ACAA	v7.0 - VG - H.323 Connectivity Interface	Alternative product		3GP105426ACAA
3GP07483ACAA	v7.0 - VG - MRCP Proxy	Alternative product		3GP105426ACAA
3GP07500ADAA	v7.0 - VG - PSTN Connectivity Int. - Lab	Alternative product		3GP105426ACAA
3GP07470ACAA	v7.0 - VG - PSTN Connectivity Interface	Alternative product		3GP105426ACAA
3GP07479ACAA	v7.0 - VG - Quality Advisor	Alternative product		3GP105426ACAA
3GP07509ADAA	v7.0 - VG - Quality Advisor - Lab	Alternative product		3GP105426ACAA
3GP07480ACAA	v7.0 - VG - RTSP Server	Alternative product		3GP105426ACAA
3GP07501ADAA	v7.0 - VG - SIP Connectivity Int. - Lab	Alternative product		3GP105426ACAA
3GP07471ACAA 3GP07482ACAA	v7.0 - VG - SIP Connectivity Interface	Alternative product		3GP105426ACAA
3GP07485ACAA	v7.0 - VG - SIP Proxy	Alternative product		3GP105426ACAA
		Alternative product		3GP105426ACAA
	v7.0 - VG - SS7	Alternative product		3GP105426ACAA

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
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
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

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

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
3GP07606ADAA	v7.0 - VG NuanceOSR v3.0 - Tier 1 - Lab	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
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

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.