



Genesys PureConnect™ Interaction Supervisor iPad Edition

End of Life Announcement

July 31, 2021

End of Life

Last Updated: July 8, 2021

Overview

As of July 31, 2021, Genesys announces the End of Life / Genesys support for the Interaction Supervisor iPad edition application for both Genesys PureConnect™ on-premises and cloud platform listed below:

Genesys Product	Platform	Release	End of Support
Interaction Supervisor iPad Edition	Genesys PureConnect™ on-premises and cloud	CIC 4.0	July 31, 2022

Details

Interaction Supervisor – iPad edition has become technically obsolete. It has been in maintenance mode with no development since March 2016. Genesys has decided to retire the application. Customers with active contract will continue to be supported by Genesys till **July 31, 2022**.

Due to change of the testing requirements by Apple, Genesys will no longer be able to provide maintenance release to this iPad app, effective **July 31, 2021**.

The application will be removed from Apple App Store by **July 31, 2022**.

Major Versions

The CIC versions are affected by this EOL Announcement

- [All Versions \(CIC 4.0\)](#)

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

Genesys recommends migrating to **Interaction Center Business Manager (ICBM)**, a framework application that allows performance monitoring functions by deploying the **Interaction Supervisor** module.

For details about **ICBM**, please visit the [ICBM document library](#).

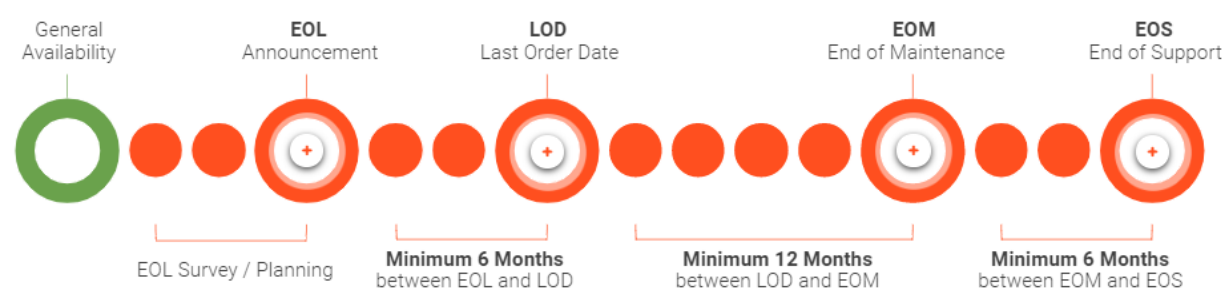
Related Documents

Click the following links for the documents:

- Apple App Store [page](#)
- Interaction Supervisor iPad Edition [Support Page](#)
- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end of life dates for Genesys PureConnect EOL product & versions that have been scheduled for EOL.

EOL Life Cycle Dates

End of Life Announcement Date	July 31, 2021
Last Order Date	July 31, 2021
End of Maintenance	July 31, 2021
End of Support	July 31, 2022



Frequently Asked Questions

Q: Why is Genesys retiring this application?

A: **Interaction Supervisor – iPad edition** has become technically obsolete with no development since March 2016. Genesys has decided to retire the application and encourage our customers to adopt an alternative solution.

Q: What are customers' options?

A: Genesys recommends migrating to **Interaction Center Business Manager (ICBM)** to meet the CIC's real-time performance monitoring.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
CS-012-NV-AD30-SUB	Interaction Supervisor iPad Edition Add-on - SUB
CS-012-NV-AD30	Interaction Supervisor iPad Edition Add-on
SW-001-4.0-AA03	Interaction Supervisor, iPad Edition
SW-001-4.0-AA03-D	Interaction Supervisor, iPad Edition - Discounted
SW-001-4.0-AA03-C	Interaction Supervisor, iPad Edition - Concurrent
CS-012-NV-AD30-C-SUB	Interaction Supervisor, iPad Edition - Concurrent
SW-001-4.0-AA03-C-D	Interaction Supervisor, iPad Edition - Concurrent - Discount
SW-001-4.0-AA03-DR	Interaction Supervisor, iPad Edition

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.