

# Genesys PureEngage v7.6 Agent Desktop

**End of Life Supplemental Document**  
**May 31, 2019**



# End of Life Announcement

Last Updated: [May 29<sup>th</sup>, 2019](#)

## Overview

The purpose for this document is to provide additional information on the upcoming EOL on Genesys PureEngage Genesys Agent Desktop products.

As part of the May 2019 Genesys End of Life for v7.6 product suite and certain v8.x products, the following **PureEngage Genesys Agent Desktop** products are being affected:

| Genesys Products                                   |              |
|--|--------------|
| <a href="#">v7.6 - Genesys Agent Desktop</a>       | 3GP08148ACAA |
| <a href="#">v7.6 - Genesys Agent Desktop - Lab</a> | 3GP08123ADAA |

## Migration Path

Genesys provides a migration path from **Agent Desktop** to **Workspace**. For details on migrating to [Genesys Workspace](#), please contact your Genesys Account Executive (AE) for more information, including the cost of migration.

| Sellable Item                                      | Migration Path                               |
|--|--|
| <a href="#">v7.6 - Genesys Agent Desktop</a>       | <a href="#">v8.5 - Workspace GAD Upgrade</a> |
| <a href="#">v7.6 - Genesys Agent Desktop - Lab</a> | <a href="#">v8.5 - Workspace - Lab</a>       |

## Details

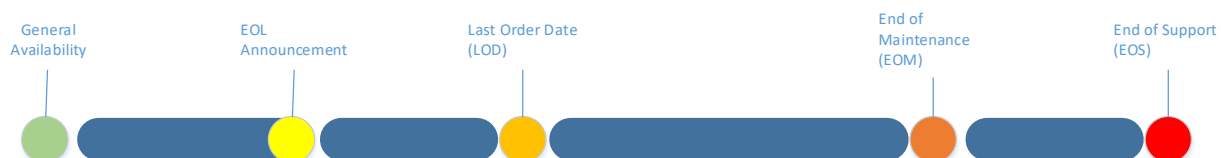
### Related Documents

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.

## 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> |



## 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.
- Genesys Agent Desktop customers are entitled to upgrade to Workspace at a discounted list price. Please contact your sales representative for more information.

## Major Versions

This lists all versions affected by this EOL Announcement

- [Version 7.6](#)

## 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.