

Virtual Hold Technology (VHT)

All 6.x and 7.x versions

End of Life Announcement
February 28, 2019

End of Life

Last Updated: [February 28, 2019](#)

Overview

As of [February 28, 2019](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Virtual Hold Technology (VHT)	6.x & 7.x

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.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items	
Virtual Hold v7.X	Genesys Part Number
Virtual Hold Concierge v7	3GP08917ACAA
Virtual Hold Concierge v7 - HA	3GP09091ACAA
Virtual Hold Concierge - Lab	3GP09094ADAA
Virtual Hold CTI Adapter v7	3GP08918ACAA
Virtual Hold IVR Adapter v7	3GP08916ACAA
Virtual Hold ReaderBoard Adapter v7	3GP08915ACAA
Virtual Hold Rendezvous v7	3GP08914ACAA
Virtual Hold Rendezvous v7 - HA	3GP09089ACAA
Virtual Hold Rendezvous v7 - Lab	3GP09093ADAA
Virtual Hold Routing Adapter v7	3GP08913ACAA
Virtual Hold WFM Adapter v7	3GP08912ACAA
Virtual Hold v7.X	Genesys Part Number
Virtual Hold Concierge v6	3GP07271ACAA
Virtual Hold CTI Adapter v6	3GP07258ACAA
Virtual Hold IVR Adapter v6	3GP07262ACAA
Virtual Hold ReaderBoard Adapter v6	3GP07261ACAA
Virtual Hold Rendezvous v6	3GP07272ACAA
Virtual Hold Routing Adapter v6	3GP07259ACAA
Virtual Hold WFM Adapter v6	3GP07260ACAA

Major Versions

This lists all versions affected by this EOL Announcement

- [Version 6.x](#)
- [Version 7.x](#)

Supplemental Information

VHT v6.x and v7.x have already been announced as EOL by the vendor, and Genesys must follow suit. V8.x products were initially released five years ago, but all customers with current maintenance contracts are entitled to obtain upgraded software.

Customer Choices for New Product Purchase/Replacement

- VHT 8.x (8.0, 8.4, and 8.8) are already released
- VHT 9.0 will be released First Half of 2019

Entitlement

Entitlement information for upgrade is already included in the Pricing Guide. Customers upgrading to v8.4 or later will need to also submit a request to Genesys licensing, and licenses for compliant software will be provided at no charge. Entitlements as follows:

Virtual Hold Conversation Bridge Multichannel v8

Conversation Bridge MultiChannel is sold in blocks of 10,000 API call requests/month as estimated by the customer. Customers having Virtual Hold WebConnect already, and under maintenance, are entitled to one block of Virtual Hold CB Multichannel v8; since the older 'WebConnect' API was sold in ports, the customer now must calculate the port-to-API_call_request_volume if they believe they need more than one block. Webconnect is already EOL.

Virtual Hold Platform w Conversation Bridge v8 - Lab

Virtual Hold Lab with Conversation Bridge is equivalent to a multiplicity of prior VHT lab offerings: VHT v7 Concierge Lab, Rendezvous Lab and WebConnect Lab. Any customer with a Lab license on VHT is entitled to Virtual Hold Lab system v8; however, the customer must already have Virtual Hold Conversation Bridge Platform v8 by purchase or upgrade entitlement. This lab solution doesn't have port and channel limits, but is limited to five voice licenses and a single site and server.

Virtual Hold Platform v8 - Lab

Virtual Hold Lab is equivalent to a multiplicity of prior VHT lab offerings: VHT v7 Concierge Lab and/or v7 Rendezvous. Any customer with an existing Lab license on VHT is entitled to Virtual Hold Lab system v8; however, the customer must already have Virtual Hold Platform v8 by purchase or upgrade entitlement. This lab solution doesn't have port and channel limits, but is limited to five voice licenses and a single site and server. This is a voice only lab.

Virtual Hold CB Platform v8

Virtual Hold Conversation Bridge (CB) Platform is only sold to new customers not already owning Virtual Hold Platform 8, by purchase or entitlement, and are only interested in the Multi-Channel API capability. In addition, purchase of Virtual Hold v8 Multi-Channel block(s) is required. CB Platform includes support of both ASAP and Scheduled Callback for all API channels, and comes with 10 ports.

Virtual Hold Scheduling Upgrade – v8

Virtual Hold v7 customers entitled to Concierge, but not having Rendezvous v7, would use this upgrade option, allowing them add the scheduling capability of Rendezvous, and making it possible to obtain Virtual Hold 8 full entitlement. There is a per-port upgrade charge.

Virtual Hold v8 - HA

Virtual Hold customers with Rendezvous HA and/or Concierge HA ports are entitled to the same number of HA Virtual Hold Platform ports upon a migration. Customer must have Virtual Hold Platform v8, by direct purchase or upgrade entitlement.

Virtual Hold Platform v8

Customers already on maintenance for Virtual Hold Concierge and Virtual Hold Rendezvous are entitled to Virtual Hold v8. If the customer does not have Rendezvous already, they must purchase Virtual Hold Scheduling Upgrade v8. Except for Display Adapter, all prior VHT v6 and v7 Adapters (IVR, CTI and Routing types) are now embedded capabilities or no longer needed in deployments; hence there are no sellable items for these older adapters.

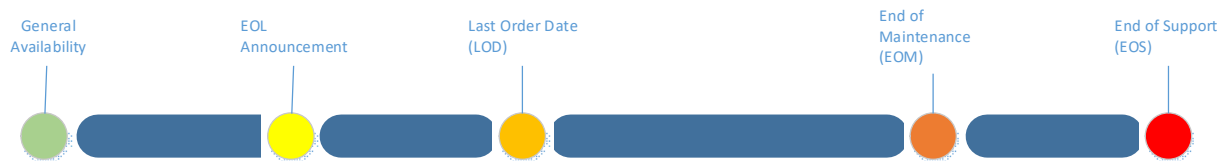
Virtual Hold Conversation Bridge v8 – HA Option

Virtual Hold WebConnect v7 - HA customers are entitled to one block (instance) of Virtual Hold Conversation Bridge v8 HA. To obtain HA, the customer must have Virtual Hold Conversation Bridge Multi-Channel v8, either through purchase or upgrade entitlement. To obtain more than one block of HA, a migration customer should provide evidence of why their prior API entitlement generates more traffic than a single block offers.

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EOL Life Cycle Dates

End of Life Announcement Date	February 28, 2019
Last Order Date	Already Ended (January 15, 2019)
End of Maintenance	Already Ended
End of Support	June 30, 2019



Frequently Asked Questions

Replacement Products in v8.0 and later have different names?

- Answer: The Pricing guide provides information on upgrade entitlements for these older products and their newer equivalents. Contact Terry Love or Genesys product management if there are customer questions.

IS PS required to deploy the upgrades?

- Answer: Since the newer products are replacement products, PS support is normally required to ensure that current and new business requirements are satisfied (and it is chargeable); upgrades to GVP, SIP media, and other components may be required at the same time and they will also normally require PS.

Why are two major versions of VHT products being EOL'd now?

- Answer: V6.x was introduced in 2005, and v7.x in 2010. V8.x was introduced in 2010. Although these products are complex, the older versions have exceeded their lifetime and a new version (v9.0) is planned for introduction in 2019.

Has the Genesys Relationship with VHT Changed with this announcement?

- Answer: Notice that VHT has a new name. The same relationship between VHT and Genesys remains in place for sales support, professional services, customer care, and product development. However most new Genesys customers should first consider Genesys' own product Genesys Callback which is fully developed and supported by Genesys.

What about Webconnect?

- Answer: Announcement of Webconnect EOL took place in 2017. Customers are still entitled to replacement products.

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.