

Genesys Express

All Versions

End of Life Announcement

November 19, 2017

Revised (May 31, 2018)

End of Life

Last Updated: [May 31, 2018](#)

Overview

As of [May 31, 2018](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Express	All versions

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
v8.0 - Express Voice/Exp eServ Upgd MS
v8.0 - Express HA CTI SPop/Voice Upgd
v8.0 - Express CTI ScreenPop SS/MS upgrd
v8.0 - Express Voice/Exp eServs Upgd SS
v8.0 - Express Voice Upgrade SS to MS
v8.0 - Express eServices SS/MS Upgrade
v8.0 - Express IVR Interface (in-front)
v8.0 - Express HA CTI ScreenPop
v8.0 - Express HA Voice
v8.0 - Express Voice – SS
v8.0 - Express Voice – MS
v8.0 - Express eServices – MS
v8.0 - Express VTO
v8.0 - Express Outbound Voice
v8.0 - Express Outb Preview/Voice Upgrd
v8.0 - Express CTI ScreenPop – SS
v8.0 - Express CTI ScreenPop – MS
v8.0 - Express IVR Interface (behind)
v8.0 - Express Call Progress Detection
v8.0 - Express CTI SPop/Voice Upgd – MS
v8.0 - Express CTI SPop/Voice Upgd SS
v8.0 - Express Outbound Preview
v8.0 - Express SIP Server

Major Versions

This lists all versions affected by this EOL Announcement

- **ALL Versions**

Supplemental Information

After the integration phase with Interactive Intelligence, we concluded that the Genesys Express will not bring enough benefits to our small and medium sized customers in the long-term. Therefore, the decision has been made to stop investments on Genesys Express, and to focus the strategy on Genesys new solution with PureCloud or PureEngage.

Customer Choices for New Product Purchase

- PureCloud
- PureConnect
- PureEngage - Standard licensing for large customers

Entitlement

Genesys entitles all customers with an active Genesys Express maintenance contract valid for more than a year from the EOL announcement date (**Nov 19, 2017**) with an equivalent number of licenses of the sellable items described below, at no cost.

See below the mapping of the sellable items subject to entitlements:

Updated: May 31st, 2018

Sellable Items and entitlements	
v8.0 - Express CTI ScreenPop - SS	v8.5 - Genesys CIM Platform v8.1 - Inbound Voice (All T-servers)
v8.0 - Express CTI ScreenPop - MS	v8.5 - Genesys CIM Platform v8.1 - Inbound Voice (All T-servers)
v8.0 - Express Voice - SS	v8.5 - Genesys CIM Platform, v8.1 - Inbound Voice (All T-servers) v8.5 - Interaction Workspace *
v8.0 - Express Voice - MS	v8.5 - Genesys CIM Platform, v8.1 - Inbound Voice (All T-servers) v8.5 - Interaction Workspace *
v8.0 - Express eServices – MS	v8.5 - Genesys CIM Platform v8.5 - Interaction Workspace * v8.5 - Genesys E-Mail
v8.0 - Express Outbound Voice	v8.1 - Genesys Outbound Voice
v8.0 - Express Call Progress Detection	v8.1 - Call Progress Detection Ports
v8.0 - Express Outbound Preview	v8.1 - Genesys Outbound Preview
v8.0 - Express HA CTI ScreenPop	v8.1 - HA - CIM Platform v8.1 - HA Voice
v8.0 - Express HA Voice	v8.1 - HA - CIM Platform v8.1 - HA - Voice
v8.0 - Express SIP Server	v8.1 - Genesys SIP Interaction **
v8.0 - Express Voice/Exp eServs Upgd SS	v8.5 - Genesys E-mail ***

* If customers are already using Genesys Agent Desktop with their Express Voice, they are entitled to use it in addition to Interaction Workspace per request (v7.6 - Genesys Agent Desktop)

** If customers own Express HA Voice, include v8.1 - SIP HA

*** Express eServices do not use HA Voice. So customers who have express eServices + Express HA Voice should have only CIM+Email+HA CIM. In this case HA Voice Express should include only HA CIM

Entitlements allow existing customers to support investments made and keep their current Genesys solutions running with PureEngage before considering an integration with potentially more appropriate Genesys offerings including PureCloud, PureConnect depending on the maturity and expectations of the customers.

Existing Genesys Express customers will automatically be migrated to the Standard Genesys licensing and new pricing will be applicable for maintenance and upgrade.

EOL Life Cycle Dates

End of Life Announcement Date	Nov 19, 2017
Last Order Date	May 19, 2018
End of Maintenance	May 19, 2019
End of Support	Nov 19, 2019



Frequently Asked Questions

Where can I find information about PureCloud offering?

- Please refer to the Genesys [PureCloud](#) page

Where can I find information about PureConnect offering?

- Please refer to the Genesys [PureConnect](#) page

Who should I contact to migrate to PureEngage?

- Your Genesys Sales representative is your primary interface for the Genesys PureEngage sellable items.

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.