

SpeechMiner (GIA, QM & GIR UI)

8.0, 8.1, 8.5.0, 8.5.2, 8.5.3

End of Life Announcement

April 30, 2018

Note:

To ensure adherence to the EOL policy, please contact
Release Management before filling out this document

End of Life

Last Updated: April 20, 2018

Overview

As of April 30, 2018, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
SpeechMiner (Genesys Interaction Analytics, Quality Management & Genesys Interaction Recording UI)	8.0
	8.1
	8.5.0
	8.5.2
	8.5.3

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 - Coaching
v8.0 - Quality Management
v8.0 - Speech Analytics
v8.0 - Speech Analytics - Lab
v8.0 - Speech Analytics Add'l Language
v8.0 - Text Analytics (25 seats)
v8.1 - Coaching
v8.1 - Quality Management
v8.1 - Speech Analytics
v8.1 - Speech Analytics - Lab
v8.1 - Speech Analytics Add'l Language
v8.1 - Text Analytics (25 seats)

Major Versions

This lists all versions affected by this EOL Announcement

- Version 8.0
- Version 8.1
- Version 8.5.0
- Version 8.5.2
- Version 8.5.3

Supplemental Information

Old versions of SpeechMiner are being retired (End of Life) as all equivalent functionality is now available in the latest releases (8.5.511+) and this EOL Announcement aims to motivate customers to migrate to modern versions of the product.

After EOL announcement, 2 existing major versions will remain:

- Version 8.5.4
- Version 8.5.5

Customer Choices for New Product Purchase

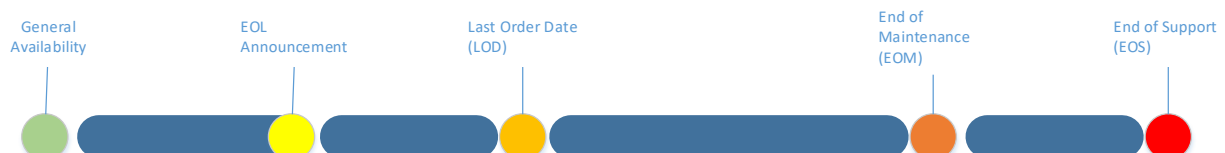
- SpeechMiner 8.5.5+ (i.e. latest is 8.5.511)

Entitlement

All entitlements would transfer over to the latest version (i.e. from v8.0 or v8.1 to v8.5)

EOL Life Cycle Dates

End of Life Announcement Date	April 30, 2018
Last Order Date	October 30, 2018
End of Maintenance	October 30, 2019
End of Support	April 30, 2020



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.