

Genesys Engage On-premises and Subscription Advisors (All versions)

End of Life Announcement

April 16, 2024

Overview

As of April 30, 2024, Genesys announces the End of Life for the Advisor products (all versions) listed below:

Genesys Product	Platform	Release	End of Support
Advisor	Genesys Engage on-premises	All versions	April 30, 2025
Advisor	Genesys Engage subscription	All versions	April 30, 2025

Details

Genesys Announces the End of Life for Advisor products. After April 30, 2024, customers on active maintenance contracts who currently use Advisor products may continue to use it until April 30, 2025. Genesys will not provide any support for Advisor products including any software patches, security updates, or product fixes after the End of Maintenance date.

There is no replacement for Advisors due to product retirement.

Major Versions

- [All Versions](#)

EOL Life Cycle Dates

End of Life Announcement Date	April 30, 2024
Last Order Date	October 30, 2024
End of Maintenance	April 30, 2025
End of Support	April 30, 2025

Affected Products

Products affected by this EOL announcement:

APN Number	Offering Type	Product Description
3GP08508ACAA	PureEngage On Premise	v8.0 - Workforce Advisor
3GP08503ACAA	PureEngage On Premise	v8.0 - Contact Center Advisor
3GP08504ACAA	PureEngage On Premise	v8.0 - Frontline Advisor
3GP08502ACAA	PureEngage On Premise	v8.0 - Agent Advisor
3GP08746ACAA	PureEngage On Premise	v8.1 - Workforce Advisor
3GP08744ACAA	PureEngage On Premise	v8.1 - Contact Center Advisor
3GP08745ACAA	PureEngage On Premise	v8.1 - Frontline Advisor
3GP08743ACAA	PureEngage On Premise	v8.1 - Agent Advisor
3GP21275ACAA-SUB	PureEngage Subscription	v8.5 - Frontline & Agent Advisor - SUB
3GP20323ACAA-SUB	PureEngage Subscription	v8.5 - Workforce Advisor - SUB
3GP20958ACAA-SUB	PureEngage Subscription	v8.5 - Workforce Advisor - Lab - SUB
3GP21276ACAA-SUB	PureEngage Subscription	v8.5 - Frontline & Agent Advisor - Lab - SUB
3GP21275ACAA	PureEngage On Premise	v8.5 - Frontline & Agent Advisor
3GP20323ACAA	PureEngage On Premise	v8.5 - Workforce Advisor
3GP20325ACAA	PureEngage On Premise	v8.5 - Contact Center Advisor
3GP20324ACAA	PureEngage On Premise	v8.5 - Frontline Advisor
3GP20958ACAA	PureEngage On Premise	v8.5 - Workforce Advisor - Lab
3GP20960ACAA	PureEngage On Premise	v8.5 - Contact Center Advisor - Lab
3GP21276ACAA	PureEngage On Premise	v8.5 - Frontline & Agent Advisor - Lab
3GP20972ACAA	PureEngage On Premise	v8.5 - Frontline Advisor - Lab
3GP106394ACAA-SUB	PureEngage Subscription	v9.0 - Pulse Advisors - SUB
3GP106242ACAA	PureEngage On Premise	v9.0 - Pulse Advisors
3GP106243ACAA	PureEngage On Premise	v9.0 - Pulse Advisors - Lab
3GP106242ACAA-SUB	PureEngage Subscription	v9.0 - Pulse Advisors - SUB
3GP106243ACAA-SUB	PureEngage Subscription	v9.0 - Pulse Advisors - Lab - SUB

Migration & Entitlement

No migration or entitlement is offered, due to the product retirement.

If you have any questions, please contact Genesys Product Support group.

Reference Links

- [EOL Cycle Table](#): Provides Information on Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys retiring Advisor products (all versions)?

A: Genesys has seen limited adoption of our Advisors functionality. Further, evaluation of underlying obsolete technology architecture, old libraries and considering any potential security or compliance risks to our customers, Genesys has decided to End of Life (EOL) Advisors product.

Q: What are customers' options?

A: No Migration plan or Entitlement is offered due to product retirement.

Q: What if I need help or have questions?

A: If you need help or have questions, reach out to your Customer Success Manager or contact Genesys Product Support group (My Support).

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 honored 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.

About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Products

- Genesys Cloud CX

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