

End of Life Announcement Genesys Knowledge Center – All Versions Genesys Engage On-premises & Subscription.

**End of Life Announcement
September 30, 2023**

End of Life

Last Updated: September 15, 2023

Overview

As of September 30, 2023, Genesys announces End of Life for all versions of **Genesys Knowledge Center** for Genesys Engage on-premises (perpetual and subscription).

Genesys Product	Platform	Version	End of Support
Genesys Knowledge Center	Genesys Engage on-premises & Subscription	8.5	September 30, 2025
Genesys Knowledge Center	Genesys Engage on-premises & Subscription	9	September 30, 2025

End of Life Cycle Dates

End of Life Announcement Date	September 30, 2023
Last Order Date	December 30, 2023
End of Maintenance	September 30, 2024
End of Support	September 30, 2025

Details

Genesys announces End of Life for all versions of **Genesys Knowledge Center (GKC)**. Customers on active maintenance contracts may continue to use GKC until September 30, 2025. Beyond that, Customer Care will not provide any support for the product. Genesys will not provide any software patches, security updates, or product fixes for GKC after the End of Maintenance Date of September 30, 2024.

Major Versions

The versions affected by this EOL Announcement include all versions of Knowledge Center for Genesys Engage:

- Version 8.5
- Version 9

Migration & Entitlement

No entitlement is offered, due to the product retirement. Genesys recommends customers who require knowledge solutions in their contact centers to consider Genesys Cloud and its rich knowledge management product or look to implement a custom third-party solution.

Affected Products

Products affected by this EOL announcement:

Product Name	Genesys Offering Type	APN Number
v8.5 - Genesys Knowledge Center - Lab	Genesys Engage on-premises	3GP21648ACAA
v8.5 - Genesys Knowledge Center - Lab - SUB	Genesys Engage Subscription	3GP21648ACAA-SUB
v8.5 - Genesys Knowledge Center - Agent	Genesys Engage on-premises	3GP21652ACAA
v8.5 - Genesys Knowledge Center - Agent - SUB	Genesys Engage Subscription	3GP21652ACAA-SUB
v8.5 - Genesys Knowledge Center - Self Service	Genesys Engage on-premises	3GP84378ACAA
v8.5 - Genesys Knowledge Center - Self Service - SUB	Genesys Engage Subscription	3GP84378ACAA-SUB
v9.0 - Genesys Knowledge Center - Self Service - SUB	Genesys Engage Subscription	3GP105443ACAA-SUB
v9.0 - Genesys Knowledge Center - Lab - SUB	Genesys Engage Subscription	3GP105442ACAA-SUB
v9.0 - Genesys Knowledge Center - Agent - SUB	Genesys Engage Subscription	3GP105440ACAA-SUB
v9.0 - Genesys Knowledge Center - Self Service	Genesys Engage on-premises	3GP105443ACAA
v9.0 - Genesys Knowledge Center - Lab	Genesys Engage on-premises	3GP105442ACAA
v9.0 - Genesys Knowledge Center - Agent	Genesys Engage on-premises	3GP105440ACAA

Related Documents

Click the following links for these documents:

- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.
- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.

Frequently Asked Questions

Q: Why is Genesys retiring Genesys Knowledge Center applications?

Genesys has decided to discontinue all versions of Genesys Knowledge Center after a thorough review of market trends, technological advancements, and the evolving needs of our users. This decision was driven by the fact that the technology stack of Genesys Knowledge Center has become outdated, and it is becoming increasingly challenging to maintain, secure, and meet the standards for performance in today's rapidly evolving digital landscape. We are investing in a more modern knowledge management solution as part of Genesys Cloud CX.

Q: What are the options for customers?

Genesys recommends customers who require knowledge solutions in their contact centers to consider Genesys Cloud and its rich knowledge management product or look to implement a custom third-party solution. Please contact your Account Manager for more details or assistance.

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 (End of Maintenance) and EOS (End of Support) dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) on the EOL product 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 last date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes or renewals for such units will be issued or accepted.

End of Maintenance Date

From this date, no product releases (bug 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.