

Genesys PureEngage™ Cloud Nuance (Self Services)

*End of Life Announcement
July 30, 2024*

End of Life

Last Updated: July 10, 2024

Overview

As of July 30, 2024, Genesys announces the End of Life for all Nuance services provided in Engage Cloud:

Genesys Product	Platform	Release	End of Support
Cloud Contact Center ASR	Genesys PureEngage Cloud	All Versions	June 30, 2026
Cloud Contact Center Advanced Dialog Modules	Genesys PureEngage Cloud	All Versions	June 30, 2026
Cloud Contact Center TTS	Genesys PureEngage Cloud	All Versions	June 30, 2026

EOL Life Cycle Dates

End of Life Announcement Date	July 30, 2024
Last Order Date	July 30, 2025
End of Maintenance	June 30, 2026
End of Support	June 30, 2026

Genesys Engage Cloud subscription terms for Nuance usage must end no later than 30 June 2026. Term renewals for Nuance services after 30 June 2025 will be renewed for terms of less than one year, terminating on 30 June 2026. All support for Nuance subscription products in Genesys Engage Cloud will end on 30 June 2026.

Details

Genesys resells Nuance products as part of our self-service offering. Products based on third-party products or platforms are dependent on vendor support and are subject to the vendor's product lifecycle. Nuance has announced the end of life for premises licensing for perpetual and subscription products by 30 June 2026. This applies to all usage of Nuance in Genesys Engage Cloud as the premises products are hosted by Genesys in that environment. Because of this end-of-life announcement, Genesys will no longer be able to offer these products to Genesys Engage Cloud Customers.

Genesys Engage Cloud subscription terms for Nuance usage must end no later than 30 June 2026. Subscription renewals after 30 June 2025 will be renewed for terms of less than one year, terminating on 30 June 2026. All support for Nuance subscription products in Genesys Engage Cloud will end on 30 June 2026.

Major Versions

The versions are affected by this EOL Announcement

- *All Versions*

Migration & Entitlement

No entitlement is offered from Genesys or Nuance due to product retirement.

Customers moving to Genesys Cloud can find Nuance speech recognition, text to speech and bot technologies in the Genesys Cloud AppFoundry. See the [Genesys Cloud Resource Center](#) for more information.

Contact your Account Executive for up-to-date guidance regarding migration paths. Genesys does not intend to offer a replacement service in Genesys Engage Cloud.

Related Documents

Click the following links for these 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 Genesys EOL products & versions that have been scheduled for EOL.

Note that products based partly or entirely on third-party products or platforms may be subject to accelerated end of life schedules due to the vendor's product lifecycle.

Frequently Asked Questions

Q: Why is Genesys retiring Nuance applications?

A: Nuance is a third-party product that is resold by Genesys. Products based on third-party products or platforms are dependent on that vendor's support and are subject to the vendor's product lifecycle.

Q: Will Genesys continue to sell Nuance applications post End of Life announcement?

A: Genesys will accept new sales or expansions of the existing subscription products up to the Last Order Date. Genesys will not accept new sales or expansions after the Last Order Date. Existing contract terms can be renewed after the Last Order Date, with term end dates up to the End-of-Life date. Genesys does not intend to offer a replacement service in Genesys Engage Cloud.

Q: What are the options for customers who want to purchase add-on licenses?

A: Add-on/expansion of Nuance services in Genesys Engage Cloud will no longer be available after June 30, 2025. Subscriptions to Existing subscriptions to Nuance services in Genesys Engage Cloud must terminate no later than 30 June 2026. Please contact your account managers for expansion or migration options prior to June 30, 2025.

Q: What are customers' options?

A: Engage Cloud customers can migrate to Genesys Cloud, which provides a suite of speech-related services. This includes Nuance speech recognition, text to speech and bot technologies, available in the Genesys Cloud AppFoundry. See the [Genesys Cloud Resource Center](#) for more information.

Please contact your Account Manager or Genesys Product Support team for more details or assistance.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Name
3GP80887ABAA	Cloud Contact Center ASR Tier III + Basic Dialog Mod Bundle
3GP80892ABAA	Cloud Contact Center ASR Tier IV
3GP80888ABAA	Cloud Contact Center ASR Tier III Additional Language (each)
3GP80894ABAA	Cloud Contact Center TTS
3GP80895ABAA	Cloud Contact Center TTS Additional Language (each)
3GP80893ABAA	Cloud Contact Center ASR Tier IV Additional Language (each)
3GP113815ABAA	Cloud Contact Center TTS - MP
3GP80898ABAA	Cloud Contact Center ASR U.S. City and State Dialog Module
3GP80889ABAA	Cloud Contact Center ASR North America Name Dialog Module
3GP115700ABAA	TTS Connector Port - PE
3GP80891ABAA	Cloud Contact Center ASR Spelling Dialog Module
3GP114321ABAA	TTS - GE
3GP114322ABAA	TTS Additional Voice - GE
3GP113833ABAA	Cloud Contact Center ASR Tier IV - MP
3GP114303ABAA	ASR - GE
3GP114304ABAA	ASR Additional Language - GE
3GP114329ABAA	TTS Additional Language (each) Ports - GEA
3GP113860ABAA	Cloud Contact Ctr ASR (Tier 3) Basic Dialog Mod Bundle - MP
3GP113866ABAA	Cloud Contact Center ASR Tier IV Add'l Language (each) - MP
3GP113868ABAA	Cloud Contact Center ASR Tier 3 Add'l Language (each) - MP
3GP113870ABAA	Cloud Contact Center TTS Additional Language (each) - MP
3GP114275ABAA	ASR N American Name Dialog Mod Ports - GEA
3GP114277ABAA	ASR Spelling Dialog Module Ports - GEA
3GP114281ABAA	ASR Canadian Address Dialog Mod Ports - GEA
3GP114274ABAA	ASR Tier IV Ports Additional Language (each) - GEA
3GP114272ABAA	ASR Tier III Ports Additional Language (each) - GEA

3GP114273ABAA	ASR (Tier IV) Ports - GEA
3GP114278ABAA	ASR U.S. Canadian Stock Grammar Ports - GEA
3GP114279ABAA	ASR U.S. Address Dialog Module Ports - GEA
3GP114280ABAA	ASR U.S. City State Dialog Module Ports - GEA
3GP114282ABAA	TTS Ports - GEA
3GP114271ABAA	ASR (Tier III) Ports - GEA
3GP115671ABAA	ASR Minutes - GEA
3GP115672ABAA	ASR Additional Language Minutes - GEA
3GP115674ABAA	TTS Additional Voice Minutes - GEA
3GP114583ABAA	TTS Connector - PE
3GP115575ABAA	ASR Minutes - GP
3GP115576ABAA	ASR Minutes - MP
3GP115577ABAA	ASR Add Lang Minutes - GP
3GP115578ABAA	ASR Add Lang Minutes - MP
3GP115579ABAA	TTS Minutes - GP
3GP115580ABAA	TTS Minutes - MP
3GP115594ABAA	TTS Add Voice Minutes - GP
3GP115595ABAA	TTS Add Voice Minutes - MP
3GP113994ABAA	TTS Additional Voice - GEC
3GP113993ABAA	TTS - GEC
3GP113992ABAA	ASR Additional Language - GEC
3GP113991ABAA	ASR - GEC
3GP113814ABAA	Cloud Contact Center TTS - GP
3GP113826ABAA	Cloud Contact Center ASR Tier IV - GP
3GP113867ABAA	Cloud Contact Center ASR Tier 3 Add'l Language (each) - GP
3GP113859ABAA	Cloud Contact Ctr ASR (Tier 3) Basic Dialog Mod Bundle - GP
3GP113865ABAA	Cloud Contact Center ASR Tier IV Add'l Language (each) - GP
3GP113869ABAA	Cloud Contact Center TTS Additional Language (each) - GP
3GP114005ABAA	TTS Additional Voice - PE
3GP114004ABAA	TTS - PE
3GP114003ABAA	ASR Additional Language - PE
3GP114002ABAA	ASR - PE

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.