

# Genesys Engage on-premises & Genesys Engage Cloud Predictive Routing

End of Life Announcement

November 25, 2022

## End of Life

Last Updated: November 18, 2022

### Overview

As of November 25, 2022, Genesys announces the End of Life / Genesys support for **Predictive Routing** for Genesys Engage on-premises & Genesys Engage Cloud platform listed below:

Genesys Product	Platform	Release	End of Support
Predictive Routing	Genesys Engage on-premises	9.0	May 25th, 2024
Predictive Routing	Genesys Engage Cloud	9.0	November 25th, 2023

**NOTE:** The current version of on-premises Predictive Routing uses Genesys Engage Cloud to provide Predictive Routing services and is subject to the Genesys Engage Cloud end of support date. Customers using legacy on-premises predictive routing are subject to the Engage on-premises end of support date. Contact your account team if you have questions.

### Details

Predictive Routing for Genesys Engage on-premises & Genesys Engage Cloud was Launched in 2018. Genesys Predictive Routing draws on accumulated agent, customer, and interaction data, enabling you to analyze omnichannel interactions and outcomes and generate models to predict outcomes. As of November 25<sup>th</sup>, 2022, Genesys announces the End of Life as a result of our newly announced strategy.

[Genesys Predictive Routing](#) – Product Documentation

**Predictive Routing for Genesys Cloud CX is not affected by this announcement and remains available.**

## Major Versions

The SI version affected by this EOL Announcement

- Version 9.0 (Premises Perpetual and Premises Subscription)
- Engage Multicloud (AWS and Azure)

## Migration & Entitlement

Predictive Routing for Genesys Engage on-premises, Genesys Engage Cloud and Multicloud will no longer be offered.

[Predictive Routing will remain available for customers on Genesys Cloud CX.](#)

Genesys Engage on-premises and Genesys Engage Cloud and Multicloud customers requiring Predictive Routing functionality must migrate to Genesys Cloud CX. There is no automatic entitlement when performing this migration.

To maintain certain functionality, please contact your Genesys representative for migration options.

## 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 Life Cycle Dates

End of Life status	Genesys Engage on-premises	Genesys Engage Cloud
End of Life Announcement Date	November 25th, 2022	November 25th, 2022
Last Order Date	November 25th, 2022	November 25th, 2022
End of Maintenance	November 25th, 2023	November 25th, 2023
End of Support	May 25th, 2024	November 25th, 2023

**NOTE:** The current version of on-premises Predictive Routing uses Genesys Engage Cloud to provide Predictive Routing services and is subject to the Genesys Engage Cloud end of support date. Customers using legacy on-premises predictive routing are subject to the Engage on-premises end of support date. Contact your account team if you have questions.

## Frequently Asked Questions

### **Q: Why is Genesys retiring these applications?**

A: Genesys announces the End of Life for [Predictive Routing](#) for [Engage on-premises & Genesys Engage Cloud](#) due to our newly announced strategy (focus on Genesys Cloud CX).

### **Q: Is Genesys Predictive Routing end of life or end of sale only for Genesys Engage on-premises & Genesys Engage Cloud?**

A: Yes, [Genesys Predictive Routing will remain available on Genesys Cloud CX](#)

### **Q: How does this impact the current Genesys Engage on-premises & Genesys Engage Cloud customers using Genesys Predictive Routing?**

A: Affected customers will be notified by their Genesys representatives about the upcoming change in availability and encouraged to migrate to the Genesys Cloud CX solution without delay.

### **Q: What are customers' options?**

A: GPR will remain available for customers on Genesys Cloud CX. Customers can migrate from Genesys Engage to Genesys Cloud CX.

Please speak with your Genesys representative to discuss solutions available from Genesys partners.

### **Q: What if I need help or have questions?**

A: If you need help or have questions about this migration, reach out to your Customer Success Manager (Genesys Advisor) or contact Genesys Customer Care (My Support).  
Contact My Support.

## Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
3GP103825ACAA	v9.0 - Predictive Routing for Cust. Svc - Lab
3GP105963ACAA	v9.0 - Genesys Predictive Routing for Sales - SUB
3GP105912ACAA	v9.0 - Genesys Predictive Routing for Sales - Lab
3GP105263ACAA	v9.0 - Genesys Predictive Routing for Sales
3GP105962ACAA	v9.0 - Genesys Predictive Routing for Cust. Svc. - SUB
3GP103824ACAA	v9.0 - Genesys Predictive Routing for Cust. Svc.
3GP114582ABAA	Predictive Routing (Sales) - GE
3GP114581ABAA	Predictive Routing (Customer Service) - GE
3GP109186ABAA	Genesys Predictive Routing for Sales - PEC
3GP110508ABAA	Genesys Predictive Routing for Sales - HYB
3GP109185ABAA	Genesys Predictive Routing for Cust. Svc. - PEC
3GP110507ABAA	Genesys Predictive Routing for Cust. Svc. - HYB

## 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 billions of 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 Service<sup>SM</sup>, 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

For more Information, Login to [Contact Center Solutions | Omnichannel Customer Experience | Genesys](#)