

November 3, 2010

Dear Valued Customer/Partner,

The purpose of this letter is to make you aware of the Genesys End of Life Policy and to inform you of multiple End of Life (EOL) Announcements, all effective as of November 3, 2010.

This letter includes the following sections:

- 1) Genesys EOL Policy
- 2) EOL Schedule for All Products and Services Associated with the G6.x Releases
- 3) EOL Schedule for Some Individual Products

Should you have any questions, please contact your Genesys account representative or your Regional Genesys Technical Support Center.

All the Technical Support designated contacts and other subscribers of the Technical Support Newsletter will receive this letter. Customers and partners who are not already subscribed to the Technical Support Newsletter can subscribe using the detailed instructions provided at the [end](#) of this letter.

This letter, the Genesys End of Life Policy, and the individual End of Life Announcements are all posted on both the [Xchange](#) website (accessible to partners only) and the [Genesys Tech Support website](#). (Search for 'EOL' on either website to find these documents.)

Genesys EOL Policy

This policy establishes minimum times between the announcement and the retirement of versions and/or products. This policy is designed to enable our customers and partners to develop their migration plans well in advance of the End of Support date for the product and/or version being EOL'd. You can download the [Genesys EOL Policy](#) as well as the [Genesys EOL Lifecycle Table](#), which contains comprehensive EOL information for Genesys products.

The Genesys MSLSA (Master Software License and Services Agreement) requires only that Genesys support the most recent major release as well as the latest minor release of the previous major release. In the past, however Genesys has maintained support for two major releases and all the minor releases associated with each of the major releases. The support of extra releases consumes precious resources that are needed to enhance the Genesys product portfolio. With establishment of this EOL Policy, Genesys intends to more closely align its EOL announcements with MSLSA commitments.

EOL Schedule for All Products and Services Associated with the G6.x Releases

As per the new EOL Policy, here are the milestones for the EOL of all G6.x releases for all Genesys products and services:

Milestone	Date
EOL Announcement	November 3, 2010
Last Order Date (LOD)	May 3, 2011
End of Maintenance (EOM)	May 3, 2012
End of Support (EOS)	November 3, 2012

Please refer to the [Genesys EOL Policy](#) for the definition of each of the milestones.

EOL for Some Individual Products

Independently of the EOL of G6.x release, there are a number of products that are slated for EOL of all their versions. Here is the list of products for which the EOL announcement date is also November 3, 2010.

Please click on the links below and download the individual EOL announcements to see all the EOL dates associated with a given product.

Genesys products:

- [Call Concentrator \(CCON\)](#)
- [Genesys Contact Navigator \(GCN\)](#)
- [Blue Pumpkin Integration v7.1 \(7.1 was the only version of this product\)](#)
- [Gplus Adapters for WFM \(4.2 and below\)](#), including:
 - Gplus Adapter for Aspect WFM
 - Gplus Adapter for IEX WFM
 - Gplus Adapter for Teleopti WFM
 - Gplus Adapter for Verint WFM

Third- party products:

- [Nuance products](#), including:
 - Nuance Open Speech Attendant (OSA)
 - Nuance Employee Productivity Suite (EPS)
 - Nuance Open Call Steering (OCS)
 - Nuance SpeechSecure

Yours Sincerely,

The Genesys Release Management Team

Tech Support Newsletter Subscriptions

Use these steps to subscribe to the Tech Support newsletter:

- If you already have a login to the Genesys Tech Support website:
 1. Log into the [Genesys Tech Support website](#). (If you have forgotten your password, click on the [automated password reminder](#) link on the login screen.)
 2. Click on the Profile link at the top right (just next to Log out).
 3. Click on the Subscription tab of your profile.
 4. In the subscription list, select Technical Support News and click the Commit Changes button.
- If you do not have a website login:
 1. Go to the [Account Request](#) web page and request a Tech Support website login.
 2. It usually takes up to two business days to process a request. After you receive the message that confirms creation of your new Genesys Web Account, log into the [Genesys Tech Support website](#) and follow the steps above.