

Genesys™ Engage On-premises Workforce Management API v7

End of Support Announcement

April 11, 2022

Multicloud CX and Engage On-Premises End of Component Support Announcement Workforce Management API v7

Last Updated: April 7, 2022

Overview

On April 11, 2022, Genesys™ is announcing End of Support of Workforce Management API v7 within Genesys Engage Cloud, and we require customers to upgrade to Modern Workforce Management API v8.

Genesys Product	Platform	Announcement Date	End of Support Date	End of Life (will no longer be available)
Workforce Management API v7	<ul style="list-style-type: none"> Multicloud CX Genesys Engage On-premises 	April 11, 2022	October 31, 2022	April 30, 2023

Details

Genesys introduced Workforce Management API v7 in **2004**, Workforce Management API v7 was offered to customers as tool to create custom applications, and using native API requests, read and write data from Workforce Management solution. Over the time, together with product evolution, Workforce Management team was working on enhancing existing Workforce Management API. These API are used by Workforce Management Web for supervisors to manipulate with business configuration data.

As of today, when product changed much over many years, and using Workforce Management API v8, Genesys decided to End of Support the Workforce Management API v7 as these are obsolete and already overlapped by modern analogy in Workforce Management API v8.x. Customers active on Workforce Management API v7 must upgrade to use Workforce Management API v8.x before **October 31, 2022**, if they like to still have support of their custom application, and have use supported WFM APIs 8.x. In case some customers will decide to keep using old WFM API v7, which **will not be supported after October 31, 2022**, they should be aware that as of **April 30, 2023, WFM API 7.x will be completely removed** from all versions of WFM Server released after that date, and hence use of legacy application consuming WFM API 7.x will not be possible at all.

Related Documents

- [Workforce Management API 8.5.x Release Note](#)
- [Known Issues and Recommendations](#)

E Dates

For Workforce Management API v7, below are the key milestones:

Announcement Date	April 11, 2022
End of Support Date	October 31, 2022
End of Life (v7 will no longer be available)	April 30, 2023

Frequently Asked Questions

Q: Why is Genesys ending/retiring Workforce Management API v7?

A: Genesys re-architected our Workforce Management API v7 for scale, simplicity, and speed of innovation. Workforce Management API v7 will be no longer supported, and all applications that are still using these old API, which was already replaced by modern Workforce Management API v8.x, must be redesigned to use latest API.

Q: Am I affected?

A: Any custom developed applications, where Workforce Management API v7 used to read/manipulate/write WFM data, will not be any more supported after EOL dates.

Q: What are customers' options?

A: The customer must upgrade any custom application build with help of WFM API v7 to Workforce Management API v8.x before October 31st, 2022, which is end of support date. Genesys Workforce Management API v8.x includes access to better features and functionality. It will be still possible to use old WFM API v7, after **October 31, 2022**, even if this use will not be supported anymore, until **April 31, 2023**, when old API v7.x will be completely removed from WFM Servers released after that date.

Q: Is there a cost to upgrade?

A: Free upgrade is offered to all active customers.

Q: What steps should customers take to upgrade to Genesys Workforce Management API v8.x?

A: All end customers and partners are asked to check their custom applications/plugins that are using old Workforce Management API v7, has to be redesigned and switch to use latest modern Workforce Management API v8.x, same as Workforce Management product does. Customers are suggested to contact your Customer Success Manager to discuss the plan for your upgrade.

Q: What if I need help or have questions?

A: Please contact customer care in case additional details required.

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
- Genesys Multicloud CX
- Genesys DX.

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