

Genesys End-of-Life Announcement

Genesys Mobile Engagement Version 8.1

Genesys Engage on-premises

End of Life Announcement
May 15, 2023

End of Life

Last Updated: May 2, 2023

Overview

As of May 15, 2023, Genesys announces the End of Life for Genesys Mobile Engagement Version 8.1 for Genesys Engage On-premises:

Genesys Product	Platform	Version	End of Support
Genesys Mobile Engagement	Genesys Engage on-premises	8.1	December 31, 2023

EOL Life Cycle Dates

End of Life Announcement Date	May 15, 2023
Last Order Date	May 15, 2023
End of Maintenance	December 31, 2023
End of Support	December 31, 2023

Details

Genesys Mobile Engagement v8.1 has become technically obsolete. (GME) Genesys Mobile Engagement v8.1 has announced the end of sale on May 15, 2023, as Further development and support is not feasible on this component. Genesys will stop supporting (GME) Genesys Mobile Engagement Version 8.1 effective from December 31, 2023.

To maintain certain functionality Genesys recommends the customers using Genesys Mobile Engagement v8.1 to migrate to Genesys Mobile Engagement v8.5.

Major Versions

The versions are affected by this EOL Announcement

- Version 8.1

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

To maintain certain functionality, Genesys recommends customers using Genesys Mobile Engagement v8.1 to move to **Genesys Mobile Engagement v8.5** before Genesys ends support on December 31, 2023.

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.
- [Genesys Mobile Engagement Version 8.5](#): Genesys Documentation

Frequently Asked Questions

Q: Why is Genesys retiring Genesys Mobile Engagement v8.1 applications?

A: Genesys Mobile Engagement v8.1 is technically obsolete. Hence further development and support is not feasible for this product.

Q: What are customers' options?

A: To maintain certain functionality, Genesys recommends customers using Genesys Mobile Engagement v8.1 to migrate to [Genesys Mobile Engagement v8.5](#). Please contact Genesys account managers for assistance.

Q: What are the options for customers who want to continue using the services?

A: Customers can use Genesys Mobile Engagement v8.1 services at their own risk. No bug fixes will be taken post End-of-support date (December 31, 2023).

Please contact your Account Manager for a migration option.

Affected Products

Products affected by this EOL announcement:

Genesys Offering Type	APN Number	Product Name
Genesys Engage on-premises	3GP08992ACAA	v8.1 - Genesys Mobile Engagement
Genesys Engage on-premises	3GP09105ACAA	v8.1 - Genesys Mobile Engagement - Agent
Genesys Engage on-premises	3GP09106ACAA	v8.1 - Genesys Mobile Engagement - Chat
Genesys Engage on-premises	3GP08993ADAA	v8.1 - Genesys Mobile Engagement- Lab

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) (End of Support) 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

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