

Genesys End of Life Announcement Intelligent Workload Distribution (IWD) Version 8.5 Genesys Engage on-premises

**End of Life Announcement
July 31, 2023**

End of Life

Last Updated: July 14, 2023

Overview

As of July 31, 2023, Genesys announces End of Life for Intelligent Workload Distribution (IWD) version 8.5 for Genesys Engage on-premises (perpetual and subscription). IWD version 9 continues to be maintained and supported.

Genesys Product	Platform	Version	End of Support
Intelligent Workload Distribution (IWD)	Genesys Engage on-premises	8.5	July 31, 2025

End of Life Cycle Dates

End of Life Announcement Date	July 31, 2023
Last Order Date	January 31, 2024
End of Maintenance	January 31, 2025
End of Support	July 31, 2025

Details

Genesys announces End of Life for **Intelligent Workload Distribution v8.5**. Customers on active maintenance contracts may continue to use Intelligent Workload Distribution v8.5 until July 31, 2025. Beyond that, Customer Care will not provide any support for the product. Genesys will not provide any software patches, security updates, or product fixes for IWD 8.x after the End of Maintenance Date of January 31, 2025.

Customers who wish to continue using IWD should upgrade to Intelligent Workload Distribution v9.0.x.

Major Versions

The versions affected by this EOL Announcement:

- Version 8.5

Migration & Entitlement

Genesys will provide all active IWD v8.5 customers with access to IWD v9 without any added license or maintenance cost. Genesys recommends customers using IWD v8.5 upgrade to IWD v9 before Genesys ends support on July 31, 2025.

Affected Products

Products affected by this EOL announcement:

Product Name	Genesys Offering Type	APN Number
v8.5 - iWD Capture Adapter - JMS	Engage on-premises	3GP20617ACAA
v8.5 - iWD - Back Office - Lab	Engage on-premises	3GP21084ACAA
v8.5 - iWD - Back Office	Engage on-premises	3GP21085ACAA
v8.5 - iWD-Back Office to CIM-SS Upgrade	Engage on-premises	3GP21086ACAA
v8.5 - 3rd Party Work Items to iWD Upgr	Engage on-premises	3GP21089ACAA
v8.5 - 3rd Party Fax to iWD Upgrade	Engage on-premises	3GP21090ACAA
v8.5 - iWD - Back Office & JMS Adapter	Engage on-premises	3GP21283ACAA
v8.5 - iWD - Back Office & JMS Adapter - SUB	Engage on-premises	3GP21283ACAA-SUB
v8.5 - iWD - Back Office & JMS Adapter - Lab	Engage on-premises	3GP21284ACAA
v8.5 - iWD - Back Office & JMS Adapter - Lab - SUB	Engage on-premises	3GP21284ACAA-SUB
v8.5 - iWD-Back Office to CIM Upgrade	Engage on-premises	3GP21285ACAA
v8.5 - iWD-Back Office to CIM Upgrade - SUB	Engage on-premises	3GP21285ACAA-SUB
v8.5 - intelligent Workload Distribution & JMS Adapter - SUB	Engage on-premises	3GP21286ACAA-SUB
v8.5 - intelligent Workload Distribution & JMS Adapter - Lab - SUB	Engage on-premises	3GP21287ACAA-SUB
v8.5 - intelligent Workload Distribution & JMS Adapter	Engage on-premises	3GP21286ACAA
v8.5 - intelligent Workload Distribution	Engage on-premises	3GP21087ACAA
v8.5 - intelligent Workload Distribution & JMS Adapter - Lab	Engage on-premises	3GP21287ACAA
v8.5 - intelligent Workload Distrib. Lab	Engage on-premises	3GP21088ACAA

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.
- [Intelligent Workload Distribution \(IWD\) v9.0 Deployment Guide](#)
- [Migration from IWD 8.5.1x to 9.0.x](#)

Frequently Asked Questions

Q: Why is Genesys retiring IWD v8.5 applications?

- IWD v8.5 has become an inferior solution compared to v9. Genesys provides customers with an upgraded and improved product without any additional licensing or maintenance cost. By focusing all future maintenance and updates on a single version (v9), Genesys can provide better support to our customers using IWD.

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

- Customers should upgrade to IWD v9 as soon as possible, but no later than July 31, 2025. After the End of Maintenance date (January 31, 2025), customers would be using IWD v8.5 at their own risk. No support will be provided by Customer Care after the End of Support date (July 31, 2025).

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) dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) on the EOL product 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 last date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes or renewals for such units will be issued or accepted.

End of Maintenance Date

From this date, no product releases (bug 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.