

End of Genesys Support for Discover (aka Skills Database) **ALL Versions**

**End of Component Support Announcement
July 31st, 2019**

End of Component Support

Last Updated: July 30th, 2019

Overview

As of **July 31st, 2019**, Genesys announces the End of Component Support for **Discover** (aka **Skills Database**) .

Discover / Skills Database is a component that has incorporated into Genesys PureEngage offering through its Silver Lining acquisition in 2017. Its original release (version 4.3) was on April 9th, 2005. The last patch issued for this component was on August 23rd, 2017 (i.e. v4.3 patch 6). It has no sellable item within the Genesys price book and is not actively sold since the acquisition.

With the End of Component Support announcement, Genesys recommends customer to migrate from **Discover** to **Genesys Performance DNA** and **Genesys Training Manager** to facilitate and support functionalities of the component.

For details on migration, please contact your Genesys Account Executive (AE).

Component	Release
Discover (aka Skills Database)	All versions
End of Component Support Announcement	July 31 st , 2019
End of Component Support	December 31 st , 2019

Details

As of **July 31st, 2019**, this is a notice to all customers and partners that Genesys end of support of **Discover (aka Skills Database) for all Genesys products**.

If any issue arises after the above date that relates to **Discover**, Genesys will recommend customers to adopt **Genesys Performance DNA** and **Genesys Training Manager** which can facilitate and support the functionalities of retired component.

Genesys CD versions that are affected by this component retirement announcement:

Versions of Genesys products affected
Discover (aka Skills Database) - All versions (Last patch update v4.3 patch 6)

Supplemental Information

Customers using **Discover / Skills Database** should adopt to **Genesys Performance DNA** and **Genesys Training Manager**. They are developed with the latest technology stack.

Please notes: Genesys Performance DNA and Genesys Training Manager are not upgraded version of Skills database. Therefore, there is **NO direct migration** possible to these products.

Genesys Performance DNA v 9.0.1+ can be an ideal replacement offering for any skill assessment & performance management requirements moving forward.

Genesys Training Manager v9.0.1+ can also provide the updated features for the Training and coaching requirements as needed

Both **Genesys Performance DNA** and **Genesys Training manager** can provide the functionality of Discover.

Frequently Asked Questions

Why is end of support being announced for this version now?

- Answer: **Discover (aka Skills Database)** is a bespoke/ custom-made component using outdated technology that has entered the “End of Component Support Phase” of its life cycle.
- Genesys Performance DNA and Genesys Training Manager are best in class products developed with the latest technology stack. Customer adoption of these products could enable them to utilize new features and functionalities.

This announcement provides notice to enable customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.