

Genesys Engage™ On-premises & Subscription Performance DNA & Training Manager

End of Life Announcement

August 21, 2023

End of Life

Last Updated: August 8, 2023

Overview

As of August 21, 2023, Genesys announces the End of Life for **Performance DNA & Training Manager** for Genesys Engage On-premises and Subscription products:

| Genesys Product | Platform | SI Version | End of Support |
|------------------|----------------------------|--------------|----------------|
| Performance DNA | Genesys Engage on-premises | All versions | May 31, 2025 |
| Performance DNA | Teleopti, and Nice IEX | All versions | May 31, 2025 |
| Training Manager | Genesys Engage on-premises | All versions | May 31, 2025 |

Details

Genesys Announces the End of Life for Genesys Performance DNA and Genesys Training Manager. After August 21, 2023, customers on active maintenance contracts who currently use Genesys Performance DNA or Genesys Training Manager may continue to use it until May 31, 2025. Customer Care will provide limited support for Genesys Performance DNA and Genesys Training Manager but will no longer be able to provide any software patches, security updates, or product fixes after the End of Maintenance date.

To maintain Performance DNA and Genesys Training Manager functionality, Genesys advises customers to move to the replacement options listed in this document.

Major Versions

All Genesys Engage WFM and 3rd party WFM integrated Performance DNA and Genesys Training manager items that are affected by this EOL Announcement

- [All Versions](#)

EOL Life Cycle Dates

| | |
|-------------------------------|-------------------|
| End of Life Announcement Date | August 21, 2023 |
| Last Order Date | August 21, 2023 |
| End of Maintenance | November 31, 2024 |
| End of Support | May 31, 2025 |

Affected Products

Products affected by this EOL announcement:

| Genesys Offering Type | APN Number | Product Name |
|-----------------------------|-------------------|--|
| Genesys Engage Subscription | 3GP110618ABAA | Genesys Engage Performance DNA - HYB |
| - | - | Genesys Performance DNA |
| - | - | Genesys Training Manager |
| Genesys Engage Subscription | - | Genesys Training Manager - SUB |
| - | - | Genesys Training Manager for NICE IEX |
| - | - | Genesys Training Manager for Teleopti |
| PureEngage On Premise | 3GP21752ACAA | v8.5 - Genesys Training Manager |
| Genesys Engage Subscription | 3GP21752ACAA-SUB | v8.5 - Genesys Training Manager - SUB |
| PureEngage On Premise | 3GP94237ACAA | v9.0 - Genesys Performance DNA |
| Genesys Engage Subscription | 3GP94237ACAA-SUB | v9.0 - Genesys Performance DNA - SUB |
| PureEngage On Premise | 3GP94238ACAA | v9.0 - Genesys Training Manager |
| Genesys Engage Subscription | 3GP94238ACAA-SUB | v9.0 - Genesys Training Manager - SUB |
| PureEngage On Premise | 3GP90057AGAA | v9.0 - Genesys Training Manager for NICE IEX |
| Genesys Engage Subscription | 3GP90057AGAA-SUB | v9.0 - Genesys Training Manager for NICE IEX - SUB |
| PureEngage On Premise | 3GP90056ACAA | v9.0 - Genesys Training Manager for Teleopti |
| Genesys Engage Subscription | 3GP90056ACAA-SUB | v9.0 - Genesys Training Manager for Teleopti - SUB |
| Genesys Engage Subscription | 3GP112220ACAA-SUB | Training Manager Standalone cloud |
| - | - | Training Manager |
| - | - | Workforce and Training Management Bundle |

Migration & Entitlement

No entitlement is offered, due to the product retirement.

Additionally, there is no automated or direct migration path since the replacement options are based on upgrade to Genesys Cloud or a partners' third-party technologies.

Genesys recommends customers using Genesys Performance DNA or Genesys Training Manager who are not ready to move to the cloud upgrade to partner offers like [Acuity Performance Management](#) or [Workflex Manager Agent Suites](#) before Genesys ends support on May 31, 2025.

Both solutions offer a rich feature set, wider than the legacy Genesys Performance DNA and Genesys Training Manager in several aspects. These offers are available via the Genesys App Foundry:

Via the Genesys AppFoundry:

- [Acuity Performance Management](#)
- [Workflex Manager Agent Suites](#)

Customer's ready to move to the cloud should consider [Genesys Cloud EX](#), Genesys new WFM/WEM suite. Genesys Cloud EX includes many of the scheduling and performance monitoring capabilities previously included in Genesys Performance DNA and Genesys Training Manager.

Related Documents

Click the following links for these documents:

- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys retiring Performance DNA & Training Manager applications?

A: These tools are, at this point, more than a decade old. Genesys sees limited current adoption and use of these tools and functionality, and the level of effort required to maintain it outweighs the financial benefits for Genesys. We believe that other areas of our portfolio will offer more impact on Experience-as-aService going forward, so we have decided to re-direct our resources to other solutions creating more value to our customers, and to rely on expert third parties to offer the capability.

Q: What are customers' options?

A: Genesys recommends that customers currently using Genesys Co-browse to upgrade to the partner options – [Acuity Performance Management](#) or [Workflex Manager Agent Suites](#) available via the [AppFoundry and Genesys PS](#), or otherwise plan their move to Genesys Cloud EX – before Genesys ends support on [May 31, 2025](#).

Please contact your Account Manager for more details or assistance.

Q: What if I need help or have questions?

A: If you need help or have questions about this migration, reach out to your Customer Success Manager or contact Genesys Customer Care (My Support).

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

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 billions of 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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