

# End of Genesys Component Support for Skype for Business (T-Server)

**End of Component Support Announcement for  
Skype for Business**

**August 20<sup>th</sup>, 2023**

# End of Component Support for Skype for Business

Last Updated: [August 9<sup>th</sup>, 2023](#)

## Overview

As of [August 17<sup>th</sup>, 2023](#), Genesys announces the End of Component Support for Skype for Business (T-Server).

| Genesys Products              | Release  |
|-------------------------------|--|
| Skype for Business            | All Versions                                   |
| End of Life Announcement Date | <a href="#">August 17<sup>th</sup>, 2023</a>   |
| Last Order Date               | <a href="#">August 17<sup>th</sup>, 2023</a>   |
| End of Maintenance            | <a href="#">December 31<sup>st</sup>, 2023</a> |
| End of Support Date           | <a href="#">December 31<sup>st</sup>, 2023</a> |

## Details

This is a notice to all customers and partners that Genesys will stop supporting **Skype for Business (T-Server)** effective from **December 31<sup>st</sup>, 2023**. Skype for Business is based on 3<sup>rd</sup> party services (Microsoft). Since Skype for business as a product has been retired by Microsoft and in line to this decision Genesys is also initiating EOL for this product support. This means if any issue arises after the End of Support date with any existing Genesys software version that relates to **Skype for Business**, Genesys will not be providing any support.

No migration or entitlement offered to customers due to Microsoft product retirement.

## Major Versions

Skype for Business versions that are affected by this EOCS announcement:

| Versions of Genesys products affected |
|---------------------------------------|
| 8.5                                   |
| 9.0                                   |

## Frequently Asked Questions

### Why is Genesys retiring Skype for Business?

- Skype for Business is based on 3<sup>rd</sup> party software.

Skype for business as a product has been retired by Microsoft and in line to this decision Genesys is also retires the product support.

### Are customers entitled to any replacement for EOCS Skype for Business?

- Due to product retirement by Microsoft, no migration or entitlement is offered to customers.

## Definitions

### **End of Life Announcement Date**

This is a general announcement for end of support.

### **End of Support Date**

From this date, all Genesys Maintenance and Support obligations will be ceased.