

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

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

August 17th, 2023

End of Component Support for Skype for Business

Last Updated: [August 9th, 2023](#)

Overview

As of [August 17th, 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	August 17th, 2023
Last Order Date	August 17th, 2023
End of Maintenance	December 31st, 2023
End of Support Date	December 31st, 2024

Details

This is a notice to all customers and partners that Genesys will stop supporting **Skype for Business (T-Server)** effective from **December 31st, 2024**. Skype for Business is based on 3rd party services (Microsoft). Since Skype for business as a product has been EOled 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 3rd 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.