



**Genesys Interactive Insights**  
**Versions 7.6, 8.0, 8.1.0 and 8.1.1**

End of Life Announcement  
January 1, 2016

# End of Life

Last Updated: December 28, 2015

## Overview

As of January 1, 2016, Genesys announces the End of Life for the products listed below

Genesys Products	Release
Genesys Interactive Insights	Version 7.6, 8.0, 8.1.0, 8.1.1*
Genesys Interactive Insights for iWD	Version 7.6, 8.0

\*Note: Only 8.1.1 and earlier are affected. Versions 8.1.3 and later continue to remain sellable versions

## Detail

The EOL Policy describes the Genesys End of Life policy and life cycle. The following dates for all Genesys EOL products and/or product versions are listed in the EOL Life Cycle Table:

- ❖ End of Life Announcement: January 1, 2016
- ❖ Last Order Date: June 30, 2016
- ❖ End of Maintenance for BusinessObjects 3.1: December 31, 2015 (i.e. with immediate effect)
- ❖ End of Maintenance for Genesys BOE Universe, report templates and aggregate tables (RAA): December 31, 2016
- ❖ End of Support for all components: December 31, 2017

## Related Documents

Click [here](#) to view the following documents:

- ❖ EOL Policy
- ❖ EOL Life Cycle Table

## Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
v7.6 - Genesys Interactive Insights
v8.0 - Genesys Interactive Insights
v8.1 - Genesys Interactive Insights (only v8.1.1 and earlier – does not affect 8.1.3 and later)
v7.6 - Genesys Interactive Insights iWD
v8.0 - Genesys Interactive Insights iWD

## Major Versions

This lists all versions affected by this EOL Announcement

- ❖ Version 7.6
- ❖ Version 8.0
- ❖ Version 8.1.1 (does not affect 8.1.3 and later)

## Supplemental Information

All versions of Genesys Interactive Insights distributed with SAP BOE 3.1 are affected. SAP announced the EOL of BusinessObjects Enterprise (BOE) 3.1 for December 31, 2015. After December 31, 2015, SAP will end maintenance for this version. Genesys will continue to support versions of Interactive Insights with BOE 3.1 for two years, however, maintenance will end December 31, 2015, meaning no updates will be made to BusinessObjects during that time. Genesys recommends that customers migrate to Interactive Insights version 8.1.4 or later as soon as possible.

### Customer Choices for New Product Purchase

- ❖ Interactive Insights 8.1.4 or later will continue to be available for new purchases.
- ❖ \*Expansion licenses for Interactive Insights 8.1.1 or earlier may be purchased until Jun 30, 2016 for customers requiring BOE 3.1 and who must add users during the first half of 2016. MAINTENANCE FOR BUSINESSOBJECTS IN THESE VERSIONS WILL END ON DECEMBER 31, 2015.
- \* This option for adding users to EOL versions of Interactive Insights is intended to give customers adequate time to plan their upgrade to version 8.1.4 or later.

### Dependencies When Upgrading to Version 8.1.4 or later

- ❖ An upgrade of the entire historical reporting infrastructure (ICON, GIM, and RAA) could be required when upgrading to 8.1.4 or later for customers still on version 7.6.
- ❖ Consideration must be made to Info Mart versions when upgrading to Interactive Insights 8.1.4 or later. Specifically, to generate meaningful GI2 reports, you must install and have operating:
  - GIM 8.1.400.12 (or higher) for the GI2 8.1.4 release.

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	January 1, 2016
<b>Last Order Date</b>	June 30, 2016
<b>End of Maintenance</b>	December 31, 2015 (BusinessObjects Component) December 31, 2016 (Genesys Interactive Insights Universe, Report Templates, and Aggregation Tables)
<b>End of Support</b>	December 31, 2017 (All components)

# Definitions

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## 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.

## Frequently Asked Questions

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### Will there be updates to software versions that are EOL?

Answer: Genesys will continue to support versions 7.6, 8.0 and 8.1.1 of Interactive Insights for two years from the EOL announcement. However, no new features, functions, or updates will be added to these versions going forward. Maintenance updates will occur as needed until December 31, 2016 for the Genesys-developed BusinessObjects Universe, standard out-of-box reports and metric aggregate tables. There will be no Service Packs or updates for BusinessObjects Enterprise 3.1 issued after December 31, 2015.

### What if I need to add Interactive Insights seats to my current system before I can upgrade?

Answer: If you are on Interactive Insights versions 7.6 or 8.0, or currently on version 8.1.1, you have BusinessObjects Enterprise (BOE) 3.1 embedded in the product. This version of BOE is no longer available and no new licenses for BOE 3.1 will be distributed after June 30, 2016. Customers are encouraged to upgrade to the latest version of Interactive Insights as soon as possible.

### What if I am still on version 7.6?

Answer: If you are on Interactive Insights version 7.6, an upgrade of the historical reporting infrastructure (ICON, GIM, RAA) is also required when upgrading to version 8.1.4 of Interactive Insights. You should contact your Genesys account team for assistance in planning your upgrade.