

EOL Announcement for Call Concentrator (all versions)

Publish date: November 3, 2010

Date of last update: November 3, 2010

Overview:

As of November 3, 2010, Genesys announces the End of Life for the products listed below:

- Call Concentrator, all 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
- Last Order Date
- End of Maintenance
- End of Support

Click on these document names to download the [EOL Policy](#) and [EOL Life Cycle Table](#).

If you have obtained this document from Xchange and do not have access to the Genesys Technical Support website please click [here](#) to access the related documents on Xchange.

Products:

Products affected by this EOL announcement:

- Call Concentrator

Major Versions:

6.1

7.0

Supplemental Information:

Migration path for EOL products:

- No data migration supported from CCON to Genesys Info Mart
- Make a transition to Genesys Info Mart 7.6 or higher. In other words, deploy Genesys Info Mart & rebuild the queries. Alternately, Genesys Interactive Insights could be used to get out of box reports and avoid customization.

- Separate sellable items - “CCON to Info Mart Upgrade” and “HA - CCON HA - Info Mart Upg.” – are introduced to provide Info Mart seat licenses at a discounted price for current CCON customers.

EOL Lifecycle Dates:

End of Life Announcement Date: November 3, 2010

Last Order Date: December 31, 2012

End of Maintenance Date: November 3, 2010 (this is an exception to the Genesys EOL Policy because all software fixes for Call Concentrator have been stopped more than 3 years ago)

End of Support Date: November 3, 2014

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 this date onwards it will no longer be possible to quote product(s) or maintenance 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 metric), or maintenance 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: This is also known as the Last Buy Date. It is the ultimate date on which any additional product units and add-ons of an EOL product can be ordered. From and after the LOD, there no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date: From this date no software 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 cease.

EOL FAQs:

Question: I have been using CCON for a long time as my historical reporting tool. After EOL, what other product from Genesys should I use for my historical reporting purposes?

Answer: Genesys Info Mart & Genesys Interactive Insights will continue to be the strategic historical reporting products. Customers are strongly encouraged to adopt these for their historical reporting purposes to reap larger benefits.

Question: Is there a data migration path from CCON to Genesys Info Mart?

Answer: There is no data migration supported from CCON to Info Mart due to the difference in the way these products are architected. Customers have to deploy Info Mart fresh and build their queries/reports

on top of Info Mart data. Since this might take some time, there is an extended period of support after EOL.

Question: CCON supported reporting on voice interactions. What additional media types do Info Mart (GIM) and Interactive Insights (GI2) support?

Answer: The support for voice interaction reporting via CCON is limited due to architectural limitations on CCON's part to handle multi-site call flow scenarios. GIM can handle inbound & outbound voice (including multi-site call flows), eServices & 3rd party media types. GI2 provides out of box reports for inbound & internal voice, and Genesys Email & Chat media types.