

EOL Announcement for Genesys Federated Customer Service (All Versions)

Publish Date: June 4, 2013

Date of Last Update: June 4, 2013

Overview:

As of June 4, 2013, Genesys announces the End of Life (EOL) for the products listed below:

- Genesys Federated Customer Service Solution, all versions (including 7.5 and 7.5.1)

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:

- Genesys Federated Customer Service

Major Versions:

7.5

Supplemental Information:

Upgrade and migration path: We are unable to offer a free migration path. However, Genesys Multi-Site Routing Solution can be used instead.

EOL Lifecycle Dates:

End of Life Announcement Date: June 4, 2013

Last Order Date: December 4, 2013

End of Maintenance Date: December 4, 2014

End of Support Date: June 4, 2015

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 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: The ultimate date on which any additional product units and add-ons of an EOL product can be ordered. From and after the LOD, 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:

Q1: Does this EOL notice mean that Genesys is ending support for all versions of Federated Customer Service Solution?

A1: Yes, this EOL covers all Federated Customer Service Solution versions, including 7.5 and 7.5.1.

Q2: What if I need help?

A2: Genesys Technical Support is available to assist with any problems encountered during the EOL phases. Genesys Professional Services (PS) can also assist you during every phase of your upgrade planning and migration process. You should engage Genesys PS to assign a migration point of contact who can provide dedicated assistance during your migration process.

Q3: What if I discover a critical defect in production after the EOM date?

A3: Code changes of any kind (including hot fixes) will not be available from Genesys R&D after the End of Maintenance date. However, Genesys PS may, at its discretion, provide a custom solution after the EOM date.

Q4: What if I need support after the EOS date?

A4: Genesys Technical Support may, at its discretion, offer Extended Support after the End of Support date.

Q5: What does Genesys recommend for customers in maintenance mode with no known defects and no plans to change anything but who want official support beyond the EOM date in order to avoid upgrade expenses?

A5: The cost/risk tradeoff in this case suggests "no upgrade" until the business needs change into a situation that would make migration attractive. Genesys Technical Support will provide normal support only until the EOS date. Genesys Technical Support may also, at its discretion, offer Extended Support after the EOS date.