



**Genesys Framework Standalone Set of Products
(All Versions)**

End of Life Announcement
October 1, 2015

End of Life

Last Updated: October 13, 2015

Overview

As of October 1, 2015, Genesys announces the End of Life for the products listed below

Genesys Products	Release
Genesys Framework Standalone	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

Related Documents

Click on these document names to download:

- ❖ [EOL Policy](#)
- ❖ [EOL Life Cycle Table](#)

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
Genesys Framework Standalone - SS
Genesys Framework Standalone - MS
Genesys FWK Standalone SS - Lab
Genesys FWK Standalone MS - Lab
Framework - Upgrade - SS to MS
FWK - Upgrade - SS to MS - Lab
HA - Framework
HA - Framework - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- ❖ Version 7.6
- ❖ Version 8.0
- ❖ Version 8.1

Supplemental Information

The Genesys Framework Standalone set of products provide non-integrated screen pop solutions. Genesys has decided to EOL this platform since it does not allow customers to leverage the technology advancements of the rest of the Genesys suite. This End of Life Cycle notice enables our customers to update their environments to take advantage of newer integrated technologies for efficient working of their contact centers

Customer Choices for New Product Purchase

- ❖ 'Framework to CIM Upgrade' and 'Inbound Voice (All T-Servers)'
- ❖ 'Framework to CIM Upgrade' and 'SIP'
- ❖ 'Framework to SBR - Upgrade' and 'Inbound Voice (All T-Servers)'. This option is offered in the APAC region only.
- ❖ 'Framework to SBR - Upgrade' and 'SIP'. This option is offered in the APAC region only.

Entitlement

There is no Genesys Framework Standalone entitlement to the new products. The new choices have significant capabilities for improving customer contact center ROI.

EOL Lifecycle Dates

End of Life Announcement Date	October 1, 2015
Last Order Date	April 30, 2016
End of Maintenance	December 31, 2016
End of Support	December 31, 2017

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.

Frequently Asked Questions

Why has Genesys decided to EOL Framework Standalone Sellable Items?

Answer: Genesys Framework Standalone comprises old technology. The new integrated Genesys suite of products offers opportunities for customers to migrate their contact centers to new age and reap the benefits of advanced technologies.

Why are Genesys Framework Standalone customers not entitled to advanced product choices?

Answer: The advanced product choices offer far more components, capabilities and features. The integrated solutions and new technologies provide much greater value. Although it offers some similar functionality, the advanced product choices are not the next versions of Genesys Framework Standalone, and the Genesys Framework Standalone entitlement does not apply to these products.