Genesys Customer Interaction Portal (GCIP)
All Product Versions

End of Life Announcement
May 31, 2017

End of Life

Last Updated: May 25, 2017

Overview

As of May 31, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Customer Interaction Portal	All Versions

Details

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 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 Customer Interaction Portal – SS
v7.6 Customer Interaction Portal – AS
v7.6 Customer Interaction Portal – SS – Lab
v7.6 Customer Interaction Portal – AS – Lab
v7.2 Customer Interaction Portal – AS
v7.2 Customer Interaction Portal – SS
v7.2 Customer Interaction Portal – SS – Lab
v7.2 Customer Interaction Portal – AS – Lab

Major Versions

This lists all versions affected by this EOL Announcement

- All Versions

Supplemental Information

Genesys Customer Interaction Portal (GCIP) provided a service provider and multitenancy solution for the Genesys 7.6 suite. The product has been superseded as of Genesys 8 by integrated suite level services, capabilities and functionality which make GCIP as a standalone solution obsolete.

GCIP included 7.6 web-based access to suite administration, reporting and call flow design. It was offered for both Assisted Services including Inbound Voice, eServices, and Outbound, as well as for Self Services including GVP IVR. GCIP was offered as an overlay suite of sellable items. All GCIP customers were required to purchase Genesys Suite 7.6 licenses (Inbound, Outbound, GVP, etc.) in addition to the adjunct GCIP license.

Customer Choices for New Product Purchase

GCIP customers have several options and flexibility in deploying a replacement solution based on Genesys 8 Suite functionality. The following list is **not intended to be comprehensive**, but an example of what products might be used in its place:

GCIP 7.6 Functional Capability	Genesys 8 Component	License Note (Entitlement)
GCIP Provisioning and Administration - GVP	G8 Administrator / GAX	Standard G8 License Upgrade*
GCIP Provisioning and Administration – Routing	G8 Administrator / GAX	Standard G8 License Upgrade*
GCIP Service Creation & Deployment / Multi-Tenancy	G8 Administrator / GAX G8 CIM	Standard G8 License Upgrade*
GCIP Real-Time Statistics	Pulse	Standard G8 License Upgrade*
GCIP Historical Reporting – GVP GCIP Historical Reporting – Routing	G8 Administrator G8 Interactive Insights*	Standard G8 License Upgrade*
GCIP Parameters	GAX / G8 Designer**	Standard G8 License Upgrade*
GCIP Outbound Campaign Management	G8 Outbound	Standard G8 License Upgrade*
GCIP Knowledge Manager	G8 Knowledge Manager / Center*	G8 Knowledge Center license
GCIP Web-Based Call Flow Design	G8 Composer / G8 Designer**	Standard G8 Upgrade*
GCIP Runtime Environment	G8 Composer / G8 Designer**	Standard G8 Upgrade*

*GCIP customers that have Genesys 7.6 Framework products with current maintenance can typically upgrade to the like for like Genesys 8.x Framework product at no charge. Genesys 8 functionality that was not purchased in Genesys 7 may incur additional costs.

**Genesys 8 Designer is a roadmap item.

Entitlement

Entitlement details are included in the above table.

EOL Lifecycle Dates

End of Life Announcement Date	May 31, 2017
Last Order Date	November 30, 2017
End of Maintenance	November 30, 2018
End of Support	May 31, 2019

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 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.

End of Support Date

From this date, all Genesys Maintenance and Support obligations cease.

Frequently Asked Questions

Where can I find more information about Genesys 8 suite of products and the Genesys 8 solution?

- Your Genesys Sales representative is your primary resource for for more information on the v8.x Genesys Suite.

Who should I contact to migrate my GCIP deployment to Genesys 8?

- For the migration process to Genesys 8, please contact your Genesys Sales Representative.