EOL Announcements for Gplus Adapters WFM 4.2 and below

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:

- Gplus Adapter for IEX TotalView 3.2, 3.3, 3.4, 4.1, 4.2
- Gplus Adapter for IEX Total View- Lab 3.2, 3.3, 3.4, 4.1, 4.2
- Gplus Adapter for Aspect eWFM 3.2, 3.3, 3.4, 4.1 4.2
- Gplus Adapter for Aspect eWFM – Lab 3.2, 3.3, 3.4, 4.1 4.2
- Gplus Adapter for Verint WFM 4.1, 4.2
- Gplus Adapter for Verint WFM –Lab 4.1, 4.2
- Gplus Adapter for Teleopti WFM 4.1, 4.2
- Gplus Adapter for Teleopti WFM – Lab 4.1, 4.2

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:

All products affected by this EOL announcement:
- Gplus Adapter for IEX TotalView 3.2, 3.3, 3.4, 4.1, 4.2
- Gplus Adapter for IEX Total View- Lab 3.2, 3.3, 3.4, 4.2
- Gplus Adapter for Aspect eWFM 3.2, 3.3, 3.4, 4.1 4.2
- Gplus Adapter for Aspect eWFM – Lab 3.2, 3.3, 3.4, 4.1 4.2
- Gplus Adapter for Verint WFM 4.1, 4.2
- Gplus Adapter for Verint WFM –Lab 4.1, 4.2
- Gplus Adapter for Teleopti WFM 4.1, 4.2
- Gplus Adapter for Teleopti WFM – Lab 4.1, 4.2

Major Versions:

Versions affected by this EOL announcement

3.2, 3.3, 3.4, 4.1, 4.2

Note: These version numbers are specific to these products and have no relation to Genesys or the WFM Vendors version numbers

Supplemental Information:

Migration path for EOL product versions:
- Upgrade to version 4.5 of same product, See FAQ below

EOL Lifecycle Dates:

End of Life Announcement Date: November 3, 2010

Last Order Date: May 3, 2011 (for existing customer only)

End of Maintenance Date: May 3, 2012

End of Support Date: November 3, 2012

<u>**Definitions**</u>

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: Why is Genesys announcing End of Life and End of Maintenance/Support for the Gplus WFM Adapters 3.2-4.2 products?

Answer: The pre 4.5 versions are not compatible with the current supported Genesys SDKs and the new embedded database structure.   4.5 versions now use Genesys Platform SDK and a new database structure which enables future capabilities for Genesys eServices, Outbound, iWD, better security, and more flexible integration options.

Question: Will Genesys issue further versions of 3.2-4.2 between the EOL announcement and End of Support?

Answer: No further versions for these products are planned.

Question: Will Genesys provide hot fixes for Gplus WFM Adapters 3.2-4.2

Answer: Genesys will provide hot fixes or upgrades for major defects as needed until the End of Maintenance milestone is reached.

Question: Will current license and support agreements be honored?

Answer: All current customer agreements covering the affected products will remain in force for the period covered. Customers requiring renewal of support agreements should discuss migration plans with their account representatives.

Question: What is required for the migration?

Answer: The embedded databases structure has been modified and is no longer compatible with earlier versions of the Adapter. Any customer upgrading to 4.5 or above must install a fresh version with a new database.   Depending on configuration, implementation services may be required. Aria Solutions can provide guidance and services upon request.   Please contact Jamie Coutts at (604) 738-4082 or jcoutts@ariasolutions.com .   It is highly recommend that this be assessed well in advance of planned migration.