

# EOL Announcement for Hyperion Interactive Reporting (all versions)

Publish date: February 7, 2012

Date of last update: February 7, 2012

## Overview:

As of February 7, 2012, Genesys announces the End of Life for the products listed below:

- Hyperion Interactive Reporting, all versions (including Brio)

## 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:

- Hyperion Interactive Reporting (including Brio)

## Major Versions:

All versions

## Supplemental Information:

Migration/upgrade path: See the table below for alternative migration options.

**Note:** Availability dates shown below may change.

| # | Options   | Dates                      | Description   |
|---|---|----------------------------|---|
| 1 | Upgrade to Info Mart and Interactive Insights                   | <i>Available now</i>       | Upgrade to the premium solution: ad-hoc analytics and interaction details.                |
| 2 | Use Crystal Reports for Contact Center Analyzer data components | <i>Available June 2012</i> | Keep Contact Center Analyzer data components, remove Hyperion, and apply Crystal Reports. |

After August 27, 2012, Genesys will no longer be able to sell Hyperion licenses. Customers who wish to purchase Hyperion licenses after August 27, 2012, must do so through Oracle and not Genesys.

## EOL Lifecycle Dates:

**End of Life Announcement Date:** February 7, 2012

**Last Order Date:** August 27, 2012

**End of Maintenance Date:** August 27, 2013

**End of Support Date:** February 27, 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 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:

**Question:** Which parts of Contact Center Analyzer will be EOLed?

**Answer:** Contact Center Analyzer is comprised of two parts: the Hyperion Reporting Tool and the Contact Center Analyzer Data Mart. The Hyperion Reporting tool will be EOL'ed. The Last Order Date (LOD) is August 27, 2012. This is the only part of Contact Center Analyzer that is currently being EOL'ed.

**Question:** What about CCPulse+ in Solution Reporting?

**Answer:** No changes

**Question:** What if Customers want to buy additional CIM seats and stay with Hyperion after August 27, 2012?

**Answer:** Additional Hyperion licenses can be ordered by Genesys Customers who currently hold Hyperion licenses up to August 27, 2012. Customers who wish to purchase additional Hyperion licenses after August 27, 2012 must contact Oracle directly.

**Question:** What about Customers new to Genesys?

**Answer:** New Customers will be shipped Crystal Reports as soon as the updated CIM package is released (currently planned for June 2012). Before the updated CIM package is available, new Customers will receive Hyperion licenses with CIM orders or products that include CIM.

**Question:** Are existing Customers entitled to Crystal Reports?

**Answer:** Yes. Existing Customers who have a current maintenance agreement can work with their Genesys Sales representatives to submit a non-revenue order to obtain Crystal Reports at no charge.