EOL Announcement for Selected IVR Drivers (All Versions)

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Overview:

As of October 4, 2012, Genesys announces the End of Life for all versions of the products listed below:

- IVR Driver for IBM WebSphere Voice Response for Windows
- IVR Driver for Microsoft Speech Server
- IVR Driver for Avaya Conversant
- IVR Driver for InterVoice - Brite
- IVR Driver for Edify
- IVR Driver for Aspect
- IVR Driver for "Envox ShowNTel" and "Envox"
- IVR Driver for Nortel Periphonics VPS/is 5.4.2
- IVR Integration Application for WVR

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:

- IVR Driver for IBM WebSphere Voice Response for Windows
- IVR Driver for Microsoft Speech Server
- IVR Driver for Avaya Conversant
- IVR Driver for InterVoice - Brite
- IVR Driver for Edify
- IVR Driver for Aspect
- IVR Driver for "Envox ShowNTel" and "Envox"
- IVR Driver for Nortel Periphonics VPS/is 5.4.2
- IVR Integration Application for WVR

All versions of these IVR drivers are in the scope of this EOL announcement.
Genesys will continue to support IVR drivers not listed above.

Major Versions:

All versions

Supplemental Information:

Migration/upgrade path: See the table below for alternative migration options, and refer to the EOL FAQs later in this document for more information.

#	Options	Dates	Description
1	Migrate to IBM WebSphere Voice Response for AIX	*Available now*	For IBM WebSphere Voice Response for Windows only
2	Migrate to GVP	*Available now*	Replace current IVR with GVP

EOL Life Cycle Dates:

Product (Genesys and 3rd Party Products)	Genesys Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
IVR Driver for IBM WebSphere Voice Response for Windows	All	05/30/07	10/04/12	Immediate	Immediate	10/04/13
IVR Driver for Microsoft Speech Server	All	05/30/07	10/04/12	Immediate	Immediate	Immediate

Product (Genesys and 3rd Party Products)	Genesys Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
IVR Driver for Avaya Conversant	All	12/16/09	10/04/12	Immediate	Immediate	10/04/13
IVR Driver for InterVoice - Brite	All	12/09/03	10/04/12	Immediate	Immediate	Immediate
IVR Driver for Edify	All	12/16/09	10/04/12	04/04/13	04/04/14	04/04/14
IVR Driver for Aspect	All	05/30/07	10/04/12	Immediate	Immediate	10/04/13
IVR Driver for "Envox ShowNTel" and "Envox"	All	05/30/07	10/04/12	Immediate	Immediate	10/04/13
IVR Driver for Periphonics	All	12/16/09	10/04/12	Immediate	04/04/13	10/04/13
IVR Integration Application for WVR	All	06/01/05	10/04/12	Immediate	Immediate	Immediate

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: What about other IVR drivers?
Answer: The IVR Driver for Avaya MPS and the IVR Driver for IBM WebSphere Voice Response for AIX are not in the scope of this EOL.

Question: What if Customers want to buy additional IVR Driver licenses?
Answer: Customers who wish to purchase additional licenses after the Last Order Date must follow one of the migration paths described above.

Question: What about Customers new to Genesys?
Answer: New Customers can deploy GVP as an IVR solution.

Question: Are existing Customers entitled to GVP?
Answer: There is no entitlement associated with this EOL announcement. However, existing customers can work with their Genesys Sales representatives to prepare the migration path towards GVP. Existing customers who would like to migrate from IBM WebSphere Voice Response for Windows to IBM WebSphere Voice Response for AIX are invited to contact their IBM WebSphere reseller.

Question: Why has Genesys decided to end support for these IVR Drivers?

Answer: Genesys has decided to end support for IVR Drivers for IVR systems fulfilling one of the following conditions:
- The IVR is no longer supported by its manufacturer; or
- The IVR has been declared end of life, and has little or no Genesys customer activity

Question: Why are the Last Order Date and End of Maintenance Date the same as the EOL announcement date for most of the affected IVR Drivers?
Answer: If the IVR Driver is not being used by customers, the end of life date, last order date, end of maintenance date, and end of service date are immediate.

If the IVR Driver is used with a vendor IVR that was declared end of service prior to the end of 2009, then the Genesys EOL, LOD and EOM dates are immediate, with the end of service date to follow in six months.

If the IVR Driver is used with a vendor IVR that was declared end of service after the end of 2009, then the Genesys EOL and LOD dates are immediate. The EOM date will follow in six months, and the EOS date in one year.

If the IVR Driver if used with a vendor IVR that has remained active up to the release of Genesys 8.0, but has now begun its EOL process, then the normal Genesys EOL dates will apply.

Other IVR Drivers (Nortel MPS and IBM WVR for AIX) have not been declared EOL, as the vendor IVRs remain active and supported.