

End of Genesys Support for Contact Center Analyzer (CCA) **ALL Versions**

End of Component Support Announcement
May 31st, 2019

End of Component Support

Last Updated: 05/20/2019

Overview

Contact Center Analyzer (CCA) is a reporting product with the following components as part of the CIM Platform Bundle. As of **May 31st, 2019**, Genesys announces the End of Component Support and provides a migration path from **CCA** to **Genesys Info Mart (GIM)** and **Genesys Customer Experience Insights (GCXI)**.

For details on migrating to GIM and GCXI, please contact your Genesys Account Executive (AE).

For further details in regard to these products, please refer to the link below:

GIM: <https://docs.genesys.com/Documentation/GIM>

GCXI: <https://docs.genesys.com/Documentation/GCXI>

Component	Release
Data Sourcer	All Versions (8.x)
Data Mart	All Versions (8.x)
Data Modeling Assistant	All Versions (8.x)
CCA Reporting Templates	All Versions
PI - SAP BOBI Platform 4.1 Serv Windows	All Versions (4.1 & 4.2)
PI - v14.1 - SAP Crystal Reports	All Versions (14.1.3)
PI -SAP BOBI Platform 4.1 Documentation	All Versions (4.1 & 4.2)

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End of Component Support	May 31st, 2021

Details

As of **May 31st, 2019**, Genesys announces the End of Component Support on **CC Analyzer** for all Genesys products. This means that if an issue arises after this date with any existing Genesys software version that relates to **CCA** and **its components (all versions)**, Genesys will recommend customers to migrate to **Genesys Infomart (GIM)** and **Genesys Customer Experience Insights (GCXI)**.

After **May 31st, 2021**, all Genesys Maintenance and Support obligations on **CCA** will be ceased.

Genesys products that are affected by this component retirement announcement:

Genesys Products affected	Product Number
<u>v7.6 - Framework to CIM Upgrade - MS</u>	<u>3GP08203AEAA</u>
<u>v8.0 - Framework to CIM Upgrade - MS</u>	<u>3GP08588ACAA</u>
<u>v8.1 - Framework to CIM - Upgrade - MS</u>	<u>3GP08801ACAA</u>
<u>v7.6 - Framework to CIM Upgrade - SS</u>	<u>3GP08204AEAA</u>
<u>v8.0 - Framework to CIM Upgrade - SS</u>	<u>3GP08589ACAA</u>
<u>v8.1 - Framework to CIM - Upgrade - SS</u>	<u>3GP08802ACAA</u>
<u>v8.1 - Framework to CIM - Upgrade</u>	<u>3GP21307ACAA</u>
<u>v8.5 - Framework to CIM Upgrade</u>	<u>3GP84388ACAA</u>
<u>v8.1 - Framework to SBR - Upgrade</u>	<u>3GP21406ACAA</u>
<u>v8.1 - Genesys CIM Platform</u>	<u>3GP21278ACAA</u>
<u>v8.5 - Genesys CIM Platform</u>	<u>3GP84194ACAA</u>
<u>v8.1 - Genesys CIM Platform - Lab</u>	<u>3GP21279ACAA</u>
<u>v8.5 - Genesys CIM Platform - Lab</u>	<u>3GP84195ACAA</u>
<u>v7.6 - Genesys CIM Platform - MS</u>	<u>3GP08198ACAA</u>
<u>v8.0 - Genesys CIM Platform - MS</u>	<u>3GP08590ACAA</u>
<u>v8.1 - Genesys CIM Platform - MS</u>	<u>3GP08803ACAA</u>
<u>v7.6 - Genesys CIM Platform - SS</u>	<u>3GP08199ACAA</u>
<u>v8.0 - Genesys CIM Platform - SS</u>	<u>3GP08591ACAA</u>
<u>v8.1 - Genesys CIM Platform - SS</u>	<u>3GP08804ACAA</u>
<u>v7.6 - Genesys CIM Platform- MS - Lab</u>	<u>3GP08205ADAA</u>
<u>v8.0 - Genesys CIM Platform- MS - Lab</u>	<u>3GP08592ADAA</u>
<u>v8.1 - Genesys CIM Platform- MS - Lab</u>	<u>3GP08805ADAA</u>

Affected Genesys products (cont.):

Genesys Products affected	Product Number
<u>v7.6 - Genesys CIM Platform- SS - Lab</u>	<u>3GP08200ADAA</u>
<u>v8.0 - Genesys CIM Platform- SS - Lab</u>	<u>3GP08593ADAA</u>
<u>v8.1 - Genesys CIM Platform- SS - Lab</u>	<u>3GP08806ADAA</u>
<u>v8.1 - Genesys Interactive Insights</u>	<u>3GP08845ACAA</u>
<u>v8.5 - Genesys Interactive Insights</u>	<u>3GP82004ACAA</u>
<u>v8.1 - Genesys Interactive Insights - Lab</u>	<u>3GP21899ACAA</u>
<u>v8.5 - Genesys Interactive Insights - Lab</u>	<u>3GP104836ACAA</u>
<u>v8.1 - Genesys SBR Platform</u>	<u>3GP20363ACAA</u>
<u>v8.5 - iWD-Back Office to CIM Upgrade</u>	<u>3GP21285ACAA</u>
<u>v9.0 - iWD-Back Office to CIM Upgrade</u>	<u>3GP90634ACAA</u>
<u>v7.6 - iWD-Back Office to CIM-SS Upgrade</u>	<u>3GP08519ACAA</u>
<u>v8.0 - iWD-Back Office to CIM-SS Upgrade</u>	<u>3GP08614ACAA</u>
<u>v8.1 - iWD-Back Office to CIM-SS Upgrade</u>	<u>3GP08828ACAA</u>
<u>v8.5 - iWD-Back Office to CIM-SS Upgrade</u>	<u>3GP21086ACAA</u>
<u>v8.1 - Proactive Contact-Voice w/CPD-Lab</u>	<u>3GP08824ADAA</u>
<u>v8.1 - Proactive Contact-Voice w/Gen.CPD</u>	<u>3GP08825ACAA</u>

Supplemental Information

Migration path: Customers using the [CCA](#) and [its components](#) should migrate to [Genesys Infomart \(GIM\)](#) and [Genesys Customer Experience Insights \(GCXI\)](#).

Please contact your Genesys Account Executive for more details.

Frequently Asked Questions

Why is end of support being announced for this version now?

- Answer: **CCA** is an old legacy reporting platform and offers very basic reporting needs. Genesys introduced a new reporting product called **Genesys Customer Experience Insights (GCXI)** and will continue to add features only to GCXI product. Therefore, Genesys has decided to place CCA into **“End of Component Support Phase”** of its life cycle.

How should customer migrate to **GIM** and **GCXI**?

- Answer: Please contact your Genesys account representative for more information, including the cost of the migration.

This announcement provides notice to enable customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.