

Genesys Agent Scripting Versions 7.2 & 8.1 Including Express & Labs

End of Life Announcement
December 22, 2017

End of Life

Last Updated: [December 22, 2017](#)

Overview

As of [December 22, 2017](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Agent Scripting + Lab	v7.2, v8.1 Express v3.2, 4.0, 4.1, 4.5, and 4.6

Details

Related Documents

Click [here](#) to view the following documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
V3.2 - Express Agent Scripting
v4.1 - Express Agent Scripting
v4.2 - Express Agent Scripting
v4.5 - Express Agent Scripting

Genesys Products / Sellable Items (continue)
v4.5 - Express Agent Scripting
v4.6 - Express Agent Scripting
v7.2 - Genesys Agent Scripting
v8.1 - Genesys Agent Scripting
v8.1 - Genesys Agent Scripting - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- Version 7.2
- Version 8.1
- Express Version 3.2, 4.1, 4.2, 4.5, 4.6
 - Note: Genesys Express EOL has been announced in November 2017
- Agent Scripting 7.0 (and earlier) has already reached End of Life

Supplemental Information

Genesys Agent Scripting while deployed by many customers has not been updated in several years, and better more effective alternative products are available.

Customer Choices for New Product Purchase

- Contact Genesys Professional Services for alternative solutions.
- Other Approved Genesys Partners through **Genesys AppFoundry** vendors such as Callscripiter and Echosc scripting.

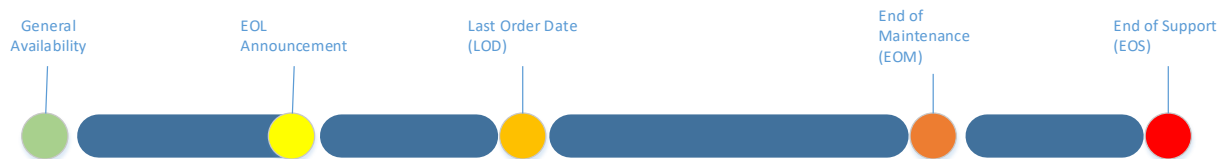
Entitlement

Customers will continue to receive support and maintenance for the remaining life of the products. Customers should discuss replacement options with their account manager and Genesys Professional Services.

There are no plans to offer extended maintenance or support for these products, since no version upgrades are planned.

EOL Life Cycle Dates

End of Life Announcement Date	December 22, 2017
Last Order Date	June 22, 2018
End of Maintenance	June 22, 2019
End of Support	December 31, 2019



Frequently Asked Questions

Why has Genesys decided not to upgrade or replace the product?

- **Answer:** Genesys long-term strategy for agent scripting is to include this as a feature in a larger product solution to be released at a future date.

How do we find information on alternative products?

- **Answer:** Contact Genesys Professional Services through your account team.

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (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 (LOD)

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 (EOM) Date

From this date, no releases (e. g. fixes, updates, etc.) will be available for EOL product.

End of Support (EOS) Date

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