

PureConnect™ Announcements

May 16th, 2022

PureConnect End of Life (EOL) – *what you need to know*

What is being announced?

Genesys is announcing the timeline to end of life our PureConnect products. This includes PureConnect Premise, PureConnect Subscription, and PureConnect Cloud products. Our customers will continue to be supported on this product through July 31, 2025, and we are providing visibility into the actions that the company will take up to the EOL date.

Genesys PureConnect has a longstanding history with Interactive Intelligence and Genesys. While this platform has become instrumental in delivering exceptional customer experiences, Genesys needs to ensure we provide a more robust future for all our customers in the cloud.

While we are closing the chapter on our PureConnect platform, we are heavily committed to our focus on our two next generation cloud platforms: Genesys Cloud CX and Genesys Multicloud CX. The move to these products will continue to be beneficial for our Pureconnect base, and we advise talking to your Account teams and partners to answer any questions on what this means for you as well as facilitate any discussions on a move to one of our cloud products.

Key Dates:

May 16, 2022	Communication to customers and indirect customers begins. Account teams are responsible for direct customer communication and partners are responsible for indirect customers communications.
January 1, 2024	End of Sale of PureConnect Subscription, PureConnect Cloud, and end of any innovation of all PureConnect Platforms
August 1, 2024	End of Renewal of Premise Maintenance and Subscription licenses
July 31, 2025	End of Support of all PureConnect Platforms

Frequently Asked Questions:

Q. What does this mean for me as a customer on Genesys PureConnect?

A. You will continue to be supported on PureConnect through the end of July 2025. You are also eligible to move to Genesys Cloud CX or Genesys Multicloud CX.

While you find the right path to the cloud, you can continue to use PureConnect in the knowledge that:

- You will be fully supported; we will continue to partner with Infosys to support the PureConnect platform and our partners.
- You can buy more capacity to meet your business needs by subscription until the end of 2023.
- You can take advantage of limited product releases until the end of 2023.

Q. When will this Product End of Life (EOL) announcement go into effect

A. The EOL will be announced to end-users beginning May 16th, 2022. The timeline above reflects our plan for the end of the sale, end of maintenance, and end of support for all PureConnect products. A reminder that we ended the sale of PureConnect Prem on February 1, 2022, and PureConnect Cloud in February 2020.

Q. What does this mean for how you support me?

A. We will continue to partner with Infosys to support the PureConnect platform and you, our customer, and your technology partner (if you have one), through 2025.



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Q. Will there be any further feature development or third-party integration support updates for PureConnect products?

A. We will continue minimal releases and upgrades on the platform through December 31, 2023. Starting January 1, 2024, we will no longer innovate or upgrade the platform.

Q. Will bug fixes still be released during the maintenance period until the end of support?

A. Yes, bug fixes will continue to be maintained through the end of support on July 31, 2025.

Q: What happens to my systems at the end of the support date?

A: If you have a subscription PureConnect Premise license, it will stop operating when the license keys expire. The PureConnect Cloud platform will be shut down, and your access to it will be de-activated on that system. If you have perpetual premise licences, then the system can continue to be used, but you will not receive support or bug fixes after the end-of-life date of July 31, 2025.

Q: Have other Genesys PureConnect customers moved to the cloud with Genesys?

A: Yes, hundreds of customers have moved to our cloud platforms. Here you can find examples of customers like you who are reaping the benefits of their move to the cloud.

Q: Why should I change now?

A: The future of innovation resides in the cloud. Many of our customers have seen robust improvements in delivering a superior customer experience as they transitioned to our cloud solutions. Today, cloud software helps to accelerate the value of your contact center. It enables your customer service to add value, not cost; it also provides greater resilience and security standards than on-premises. Speak to your Genesys Account Executive today to get more details on why cloud.

Q: Whom should I contact if I want to migrate to a Genesys cloud platform?

A: You should work with their assigned Genesys Account Executives (AEs). Your AE has access to many resources to help your migration to one of our cloud solutions.

Q: How do I move to the cloud with Genesys?

A: Genesys has developed tools, techniques, and offers to make moving to the cloud seamless and straightforward. You can even try Genesys Cloud CX for free for up to 12 months.

By moving to the cloud with Genesys, you're investing in a foundation to adapt to your ever-changing business environment and deliver differentiated experiences for customers and employees with quick-to-deploy services. It allows you to take full advantage of new capabilities and adjust your customer experiences to an ever-changing business environment.

Talk to your account executive about how we can help you build the case for change and partner with you to make this a smooth transition.

Q: My question isn't answered here; where can I go?

A: Please reach out to your Genesys Account Executive if you have further questions about the Genesys PureConnect End of Life. For any additional questions, you can email PureConnectInquiries@Genesys.com