Life Cycle Information for Genesys Products

Please contact your Genesys Sales representative to discuss migration plans for any of the End of Maintenance or End of Support product releases listed in this table. We appreciate your business and are committed to being a strong partner in your success.

GENESYS™

File Last Updated: 06-Nov-2019

Platform	Title	Item Type	Major Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
PureEngage	3rd Party Fax to iWD Upgrade	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	3rd Party Work Items	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	3rd Party Work Items to iWD Upgr.	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Agent Advisor	Sellable Item	v8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020
PureEngage	Agent Connector	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	AIModule for ASR & TTS	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	base7	Sellable Item	All	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017
PureEngage	Blue Pumpkin Integration	Sellable Item	7.1	17-Dec-2004	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Call Concentrator	Sellable Item	All	25-Apr-2006	3-Nov-2010	31-Dec-2012	3-Nov-2010	3-Nov-2014
PureEngage	Call Qualification Parking	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	CallPath	Sellable Item	All					30-Jun-2010
PureEngage	CCA Reporting Templates	Component	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
PureEngage	CCAdvr - Mobile Edition	Sellable Item	8.1, 8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020
PureEngage	CCON to Info Mart Upgrade	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Contact Center Analyzer (CCA)	Component	All Versions		31-May-2019	n/a	n/a	31-May-2021
PureEngage	CTI AIM (Cisco)	Sellable Item	v7.6, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Data Mart	Component	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
PureEngage	Data Modeling Assistant	Component	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
PureEngage	Data Sourcer	Component	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
PureEngage	Expert Contact	Sellable Item	7.6	2003	1-Aug-2017	1-Feb-2018	1-Feb-2019	1-Aug-2019
PureEngage	Express	Sellable Item	4.2 and below	2002	15-Apr-2009	15-Apr-2009	15-Apr-2009	15-Apr-2009
PureEngage	Express	Sellable Item	4.5	02-Aug-2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Federated Customer Service	Sellable Item	7.5	10-Oct-2007	4-Jun-2013	4-Dec-2013	4-Dec-2014	4-Jun-2015
PureEngage	Framework to CIM - Upgrade - MS & SS	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys 6.x (all products)	Sellable Item	6.x	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Genesys 7.0 (all products)	Sellable Item	7.0	2004	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013
PureEngage	Genesys 7.1 (all products with exceptions)	Sellable Item	7.1	2005	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013
PureEngage	Genesys 7.2 (all products with exceptions)	Sellable Item	7.2	2006	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Genesys 7.5 (all products with exceptions)	Sellable Item	7.5	2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Genesys 7.6 (all products that have 7.6 versions)	Sellable Item	7.6	24-Dec-2008	31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Agent Desktop	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Agent Scripting	Sellable Item	v7.2	01-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
PureEngage	Genesys Agent Scripting	Sellable Item	v8.1	21-Apr-2012	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
PureEngage	Genesys Business Edition Premise (BEP)	Sellable Item	All		30-Apr-2018	30-Sep-2018	30-Sep-2019	31-Mar-2020
PureEngage	Genesys Business Workflow	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Chat	Sellable Item	v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys CIM Platform MS & SS	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Co-browse	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Contact Navigator	Sellable Item	All	2001	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Genesys Customer Interaction Portal (GCIP)	Sellable Item	All	21-Aug-2006	31-May-2017	30-Nov-2017	30-Nov-2018	31-May-2019
PureEngage	Genesys Desktop .NET Toolkit	Sellable Item	All		3-Nov-2008	3-Nov-2008	3-Nov-2009	3-Nov-2009
PureEngage	Genesys E-mail	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Enterprise Knowledge Management (Inquira)	Sellable Item	All	24-Sep-2010	3-Oct-2011	6-Oct-2013	6-Oct-2013	6-Oct-2013
PureEngage	Genesys Enterprise Telephony Software (GETS)	Sellable Item	All	4-Mar-2007	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015

Platform	Title	Item Type	Major Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
PureEngage	Genesys Enterprise Telephony Software (GETS) High Availability (HA)	Sellable Item	All	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015
PureEngage	Genesys Enterprise Telephony Software (GETS) Server/User	Sellable Item	All	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015
PureEngage	Genesys Express	Sellable Item	8.0 and All versions	Sep 2015	19-Nov-2017	19-May-2018	19-May-2019	19-Nov-2019
PureEngage	Genesys Express Agent Scripting	Sellable Item	v4.6	01-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
PureEngage	Genesys Framework Standalone	Sellable Item	All		1-Oct-2015	30-Apr-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Info Mart	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Interactive Insights	Sellable Item	v7.6	26-Sep-2008	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Interactive Insights	Sellable Item	v8.0	27-Sep-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Interactive Insights	Sellable Item	v8.1.0	7-Oct-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Interactive Insights	Sellable Item	v8.1.1	24-May-2012	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Interactive Insights	Sellable Item	8.1,8.5	25-Feb-2016	25-Jan-2019	24-Jul-2019	28-Jul-2020	24-Jan-2021
PureEngage	Genesys Interactive Insights iWD	Sellable Item	v7.6	7-Dec-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Interactive Insights iWD	Sellable Item	v8.0	11-Mar-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
PureEngage	Genesys Media Server	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys PureEngage Interaction Workspace SIP Endpoint	Sellable Item	v8.0	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020
PureEngage	Genesys PureEngage SIP Endpoint Connector	Sellable Item	v8.1	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020
PureEngage	Genesys Quality Management (Zoom)	Sellable Item	All	23-Jul-2010	29-Jul-2016	1-Jan-2017	1-Jan-2018	1-Jul-2018
PureEngage	Genesys Skills Assessor	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Skills Management	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Social Engagement	Sellable Item	8.5.1 and below	17-Dec-2010	12-Oct-2016	12-Apr-2017	12-Apr-2018	12-Oct-2018
PureEngage	Genesys Training Manager	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Video Gateway	Sellable Item	All	12-Jun-2015	3-Apr-2017	3-Oct-2017	3-Oct-2018	3-Apr-2019
PureEngage	Genesys Voice Platform	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Web Media	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Genesys Workforce Management	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Gplus Adapter fo MSCRM Email & Activity Routing	Sellable Item	7.6 and 8.0	27-Jan-200917-Feb-2012	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
PureEngage	Gplus Adapter for Aspect WFM	Sellable Item	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Gplus Adapter for Aspect WFM	Sellable Item	4.5, 5.0, 5.1, 5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for IEX WFM	Sellable Item	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Gplus Adapter for IEX WFM	Sellable Item	4.5, 5.0, 5.1, 5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Microsoft	Sellable Item	7.6 and 8.0	27-Jan-200917-Feb-2012	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
PureEngage	Gplus Adapter for PeopleSoft	Sellable Item	All, except 7.2	2002	26-Dec-2008	30-Jun-2009	30-Nov-2009	31-Dec-2010
PureEngage	Gplus Adapter for PeopleSoft	Sellable Item	7.2	16-Dec-2006	26-Dec-2008	30-Jun-2009	31-Dec-2010	31-Dec-2011
PureEngage	Gplus Adapter for SAP Analytics	Sellable Item	7.5		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for SAP CRM	Sellable Item	7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for SAP ERP	Sellable Item	7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Siebel 2000	Sellable Item	All		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010
PureEngage	Gplus Adapter for Siebel CRM	Sellable Item	6.x		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010
PureEngage	Gplus Adapter for Siebel CRM	Sellable Item	7.0	1-Mar-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Siebel CRM	Sellable Item	7.1	1-Dec-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Siebel CRM	Sellable Item	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Teleopti WFM	Sellable Item	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Gplus Adapter for Teleopti WFM	Sellable Item	4.5, 5.0, 5.1, 5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Adapter for Verint WFM	Sellable Item	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	Gplus Adapter for Verint WFM	Sellable Item	4.5, 5.0, 5.1, 5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Media Routing for Siebel	Sellable Item	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Siebel E-mail Option	Sellable Item	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	Gplus Siebel Work Items	Sellable Item	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
PureEngage	GVP - Multi-tenancy	Sellable Item	v7.6, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	GVP - Quality Advisor	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	GVP - Video	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	GVP H323 Interface	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	GVP Network Management	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	GVP: Voice App. Reporter SDK	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021

Platform	Title	Item Type	Major Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
PureEngage	HA - AIModule for ASR & TTS	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - CCON HA - Info Mart Upg.	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - CIM Platform	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - CTI AIM (Cisco)	Sellable Item	v7.6, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - Genesys Info Mart	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - Genesys Media Server	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - Genesys Voice Platform	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - GVP - Multi-tenancy	Sellable Item	v7.6, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - GVP - Quality Advisor	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - GVP - Video	Sellable Item	v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - GVP H323 Interface	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - GVP Network Management	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - ICON Voice	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - IVR Connector	Sellable Item	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	HA - SIP Qualification & Parking	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Hyperion Interactive Reporting	Sellable Item	All		7-Feb-2012	27-Aug-2012	27-Aug-2013	27-Feb-2014
PureEngage	IBM Websphere Voice Server (WVS)	Sellable Item	All		30-Sep-2009	30-Sep-2009	30-Dec-2010	30-Dec-2010
PureEngage	ICON Voice	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Informiam Contact Center Advisor /Workforce Option	Sellable Item	3.0 and 3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Informiam Frontline Advisor/Agent Option	Sellable Item	2.8, 3.0 and 3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Informiam Historical Option	Sellable Item	2.9		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	Informiam Platform	Sellable Item	3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
PureEngage	intelligent Workload Distribution (iWD)	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Interaction Workspace	Sellable Item	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Interaction Workspace AIC Upgrade	Sellable Item	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Interaction Workspace GAD Upgrade	Sellable Item	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Internet Contact Solution	Sellable Item	All	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
PureEngage	IP Media Xchange	Sellable Item	All		20-Jan-2006	1-Apr-2006	1-Apr-2008	1-Apr-2008
PureEngage	IVR Driver for "Envox ShowNTel" and "Envox"	Sellable Item	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
PureEngage	IVR Driver for Aspect	Sellable Item	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
PureEngage	IVR Driver for Avaya Conversant	Sellable Item	All	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
PureEngage	IVR Driver for Edify	Sellable Item	All	16-Dec-2009	4-Oct-2012	4-Apr-2013	4-Apr-2014	4-Apr-2014
PureEngage	IVR Driver for IBM WebSphere Voice Response for Windows	Sellable Item	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
PureEngage	IVR Driver for InterVoice - Brite	Sellable Item	All	9-Dec-2003	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
PureEngage	IVR Driver for Microsoft Speech Server	Sellable Item	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
PureEngage	IVR Driver for Periphonics	Sellable Item	All	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Apr-2013	4-Oct-2013
PureEngage	IVR Integration Application for WVR	Sellable Item	All	1-Jun-2005	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
PureEngage	iWD - Back Office	Sellable Item	v7.6, v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	iWD Capture Adapter - JMS	Sellable Item	v7.6, v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	iWD Capture Adapter - MQSeries	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	LivePerson Adapter	Sellable Item	All	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017
PureEngage	LivePerson Service	Sellable Item	All	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017
PureEngage	Network Callback	Sellable Item	7.1	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018
PureEngage	Nuance Adaptive Grammar Engine	Sellable Item	5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
PureEngage	Nuance ASR	Sellable Item	8.x		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
PureEngage	Nuance Dialog Modules	Sellable Item	5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
PureEngage	Nuance Dialog Modules	Sellable Item	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
PureEngage	Nuance Dialog Modules Address	Sellable Item	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
PureEngage	Nuance Dialog Modules Name	Sellable Item	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
PureEngage	Nuance Employee Productivity Suite (EPS)	Sellable Item	All		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012
PureEngage	Nuance Open Call Steering (OCS)	Sellable Item	All		3-Nov-2010	3-Nov-2010	3-Nov-2010	3-Nov-2010
PureEngage	Nuance Open Speech Attendant (OSA)	Sellable Item	All		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012
PureEngage	Nuance OSDM – all types	Sellable Item	2.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014
PureEngage	Nuance OSR	Sellable Item	3.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013

Platform	Title	Item Type	Major Release	Release Available	End of Life Announcement Date	Last Order Date	End of Maintenance	End of Support
PureEngage	Nuance Prompt Sculptor	Sellable Item	3.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014
PureEngage	Nuance Real Speak TTS Lang	Sellable Item	3.5.1		N/A	Expired	Expired	Expired
PureEngage	Nuance RealSpeak	Sellable Item	3.0		N/A	Expired	Expired	Expired
PureEngage	Nuance RealSpeak	Sellable Item	4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
PureEngage	Nuance RealSpeak	Sellable Item	4.5		7-Feb-2012	31-Dec-2013	31-Dec-2012	31-Mar-2014
PureEngage	Nuance Recognizer	Sellable Item	9.0	27-Nov-2007	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018
PureEngage	Nuance ScanSoft & SpeechWorks OSDM all types	Sellable Item	2.0		N/A	Expired	Expired	Expired
PureEngage	Nuance Speechify TTS	Sellable Item	3.0		N/A	Expired	Expired	Expired
PureEngage	Nuance SpeechSecure	Sellable Item	All		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010
PureEngage	Nuance Verifier	Sellable Item	4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	30-Sep-2013
PureEngage	Nuance Verifier	Sellable Item	4.1		7-Feb-2012	30-Jun-2013	31-Mar-2013	30-Jun-2014
PureEngage	Nuance Vocalizer	Sellable Item	5.0	10-Nov-2010	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018
PureEngage	Nuance Vocalizer	Sellable Item	5.7	5-Aug-2013	27-Aug-2016	30-Sep-2017	30-Jun-2017	30-Sep-2018
PureEngage	Open Speech Dialog	Sellable Item	1.2 and 1.4		N/A	Expired	Expired	31-Mar-2012
PureEngage	OpenIN	Sellable Item	All	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017
PureEngage	Outbound Upgrd - Preview to Voice	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Polycom IP 7000 Conference Phone	Sellable Item			31-May-2019	30-Jun-2019	30-Jun-2019	30-Jun-2019
PureEngage	PureConnect Zendesk Screen pop Connector	Sellable Item	CIC 4.0 SU4	31-Mar-2014	25-Aug-2017	25-Feb-2018	25-Feb-2019	25-Aug-2020
PureEngage	Recording Connector	Sellable Item	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	SAP BusinessObjects Enterprise (BOE)	Sellable Item	3.1		1-Jan-2016	30-Jun-2016	31-Dec-2015	31-Dec-2017
PureEngage	SIP Endpoint Connector	Sellable Item	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	SIP Qualification & Parking	Sellable Item	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureEngage	Speech & Text Analytics (SpeechMiner)	Sellable Item	8.0, 8.1, 8.5.0, 8.5.2, 8.5.3	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
PureEngage	SWMS	Sellable Item	3.1		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
PureEngage	Telisma TeliSpeech	Sellable Item	All		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010
PureEngage	T-Lib SDK	Sellable Item	All		1-Mar-2007	1-Mar-2007	1-Mar-2010	1-Mar-2010
PureEngage	T-Server for Alcatel OmniPCX Office (OXO) / A4200	Sellable Item	All	7-Nov-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Aspect ACD	Sellable Item	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Avaya INDeX	Sellable Item	All	28-Mar-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
PureEngage	T-Server for Cisco Unified Contact Center Enterprise (UCCE)	Sellable Item	All	30-Apr-2010	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
PureEngage	T-server for EADS M6500	Sellable Item	All	20-Jul-2007	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for EADS Telecom Intecom M6880 (PointSpan)	Sellable Item	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Huawei NGN UAP8100	Sellable Item	All	5-Sep-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
PureEngage	T-Server for Nortel Communication Server 1000	Sellable Item	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Nortel Communication Server 2000/2100 - X.25 flavor only (CS2K)	Sellable Item	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Siemens Hicom 300E/300H	Sellable Item	All	30-Jan-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
PureEngage	T-Server for Siemens HiPath DX	Sellable Item	All	27-May-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Spectrum	Sellable Item	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	T-Server for Tadiran Coral	Sellable Item	All	30-Apr-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
PureEngage	Universal Callback Server and Voice Callback	Sellable Item	All	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018
PureEngage	Virtual Hold Rendezvous, Concierge, CTI Adapter, IVR Adapter	Sellable Item	v6.0, v7.0	2010	28-Feb-2019	01-Jan-2018	28-Feb-2019	30-Jun-2019
PureEngage	Virtual Hold WebConnect	Sellable Item	All		31-Aug-2015	31-Aug-2015	31-Aug-2015	31-Dec-2015
PureEngage	Voice Treatment Option (including Express VTO)	Sellable Item	All	Jun-2002	28-Aug-2013	28-Feb-2014	28-Feb-2015	28-Aug-2015
PureEngage	Web Collaboration Option	Sellable Item	v8.0, v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021