

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.



File Last Updated: Tuesday, August 11, 2020

Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
Genesys Engage cloud	Cloud Service	Genesys Interactive Insights (GI2)	Cloud Services Feature	Not Applicable	30-Apr-2020	Not Applicable	Not Applicable	30-Nov-2020
Genesys Engage on-premises	Component	CCA Reporting Templates	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
Genesys Engage on-premises	Component	Contact Center Analyzer (CCA)	All Versions		31-May-2019	n/a	n/a	31-May-2021
Genesys Engage on-premises	Component	Data Mart	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
Genesys Engage on-premises	Component	Data Modeling Assistant	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
Genesys Engage on-premises	Component	Data Sourcer	All Versions (v8.x)		31-May-2019	n/a	n/a	31-May-2021
Genesys Engage on-premises	Component	Discover / Skills Database	v4.3		31-Jul-2019	Not Applicable	Not Applicable	31-Dec-2019
Genesys Engage on-premises	Component	IVR Driver for "Envox ShowNTel" and "Envox"	All versions	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
Genesys Engage on-premises	Component	IVR Driver for Aspect	All versions	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
Genesys Engage on-premises	Component	IVR Driver for Avaya Conversant	All versions	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
Genesys Engage on-premises	Component	IVR Driver for Edify	All versions	16-Dec-2009	4-Oct-2012	4-Apr-2013	4-Apr-2014	4-Apr-2014
Genesys Engage on-premises	Component	IVR Driver for IBM WebSphere Voice Response for Windows	All versions	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013
Genesys Engage on-premises	Component	IVR Driver for InterVoice - Brite	All versions	9-Dec-2003	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
Genesys Engage on-premises	Component	IVR Driver for Microsoft Speech Server	All versions	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
Genesys Engage on-premises	Component	Network SIP Server	v7.5		06-Nov-2018	n/a	n/a	06-May-2019
Genesys Engage on-premises	Component	Speech & Text Analytics (SpeechMiner)	v8.0	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
Genesys Engage on-premises	Component	Speech & Text Analytics (SpeechMiner)	v8.1	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
Genesys Engage on-premises	Component	Speech & Text Analytics (SpeechMiner)	v8.5.0	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
Genesys Engage on-premises	Component	Speech & Text Analytics (SpeechMiner)	v8.5.2	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
Genesys Engage on-premises	Component	Speech & Text Analytics (SpeechMiner)	v8.5.3	01-Jun-2012	30-Apr-2018	30-Oct-2018	30-Oct-2019	30-Apr-2020
Genesys Engage on-premises	Component	T-Server for Alcatel OmniPCX Office (OXO) / A4200	All versions	7-Nov-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Aspect ACD	All versions	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Avaya INDeX	All versions	28-Mar-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
Genesys Engage on-premises	Component	T-Server for Cisco Unified Contact Center Enterprise (UCCE)	All versions	30-Apr-2010	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
Genesys Engage on-premises	Component	T-server for EADS M6500	All versions	20-Jul-2007	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for EADS Telecom Intecom M6880 (PointSpan)	All versions	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Huawei NGN UAP8100	All versions	5-Sep-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
Genesys Engage on-premises	Component	T-Server for Mitel MiTAI Support	All versions		30-Aug-2019	30-Aug-2019	30-Aug-2019	15-Sep-2019
Genesys Engage on-premises	Component	T-Server for Nortel Communication Server 1000	All versions	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Nortel Communication Server 2000/2100 - X.25 fl	All versions	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Siemens Hicom 300E/300H	All versions	30-Jan-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016
Genesys Engage on-premises	Component	T-Server for Siemens HiPath DX	All versions	27-May-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Spectrum	All versions	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Component	T-Server for Tadiran Coral	All versions	30-Apr-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018
Genesys Engage on-premises	Product	3rd Party Fax to iWD Upgrade	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021

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Genesys Engage on-premises	Product	3rd Party Work Items	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	3rd Party Work Items to iWD Upgr.	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Agent Advisor	v8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020
Genesys Engage on-premises	Product	Agent Connector	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	AIModule for ASR & TTS	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	AIModule for ASR & TTS	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	AIModule for ASR & TTS	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	base7	All versions	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017
Genesys Engage on-premises	Product	Blue Pumpkin Integration	v7.1	17-Dec-2004	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	Call Concentrator	All versions	25-Apr-2006	3-Nov-2010	31-Dec-2012	3-Nov-2010	3-Nov-2014
Genesys Engage on-premises	Product	Call Qualification Parking	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Call Qualification Parking	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Call Qualification Parking	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	CallPath	All versions					30-Jun-2010
Genesys Engage on-premises	Product	CCAdvr - Mobile Edition	v8.1	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020
Genesys Engage on-premises	Product	CCAdvr - Mobile Edition	v8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020
Genesys Engage on-premises	Product	CCON to Info Mart Upgrade	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	CCON to Info Mart Upgrade	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	CTI AIM (Cisco)	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	CTI AIM (Cisco)	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Expert Contact	v7.6	2003	1-Aug-2017	1-Feb-2018	1-Feb-2019	1-Aug-2019
Genesys Engage on-premises	Product	Express	v4.2 and below	2002	15-Apr-2009	15-Apr-2009	15-Apr-2009	15-Apr-2009
Genesys Engage on-premises	Product	Express	v4.5	02-Aug-2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	Federated Customer Service	v7.5	10-Oct-2007	4-Jun-2013	4-Dec-2013	4-Dec-2014	4-Jun-2015
Genesys Engage on-premises	Product	Framework to CIM - Upgrade - MS & SS	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Agent Desktop	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Agent Scripting	v7.2	01-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
Genesys Engage on-premises	Product	Genesys Agent Scripting	v8.1	21-Apr-2012	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
Genesys Engage on-premises	Product	Genesys App Automation Platform (GAAP)	v3.5		31-Jul-2020	31-Dec-2020	31-Dec-2021	31-Jul-2022
Genesys Engage on-premises	Product	Genesys App Automation Platform (GAAP)	v3.6		31-Jul-2020	31-Dec-2020	31-Dec-2021	31-Jul-2022
Genesys Engage on-premises	Product	Genesys Business Edition Premise (BEP)	All versions		30-Apr-2018	30-Sep-2018	30-Sep-2019	31-Mar-2020
Genesys Engage on-premises	Product	Genesys Business Workflow	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Chat	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Chat	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys CIM Platform MS & SS	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys CIM Platform MS & SS	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Co-browse	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Contact Navigator	All versions	2001	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	Genesys Customer Interaction Portal (GCIP)	All versions	21-Aug-2006	31-May-2017	30-Nov-2017	30-Nov-2018	31-May-2019
Genesys Engage on-premises	Product	Genesys Desktop .NET Toolkit	All versions		3-Nov-2008	3-Nov-2008	3-Nov-2009	3-Nov-2009
Genesys Engage on-premises	Product	Genesys E-mail	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys E-mail	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Enterprise Telephony Software (GETS)	All versions	4-Mar-2007	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015

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Genesys Engage on-premises	Product	Genesys Enterprise Telephony Software (GETS) High Availability	All versions	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015
Genesys Engage on-premises	Product	Genesys Enterprise Telephony Software (GETS) Server/User	All versions	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015
Genesys Engage on-premises	Product	Genesys Express	v8.0 and All versions	Sep 2015	19-Nov-2017	19-May-2018	19-May-2019	19-Nov-2019
Genesys Engage on-premises	Product	Genesys Express Agent Scripting	v4.6	01-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019
Genesys Engage on-premises	Product	Genesys Framework Standalone	All versions		1-Oct-2015	30-Apr-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Info Mart	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Info Mart	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v7.6	26-Sep-2008	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v8.0	27-Sep-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v8.1	25-Feb-2016	25-Jan-2019	24-Jul-2019	28-Jul-2020	24-Jan-2021
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v8.1.0	7-Oct-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v8.1.1	24-May-2012	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights (GI2)	v8.5	25-Feb-2016	25-Jan-2019	24-Jul-2019	28-Jul-2020	24-Jan-2021
Genesys Engage on-premises	Product	Genesys Interactive Insights iWD	v7.6	7-Dec-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights iWD	v8.0	11-Mar-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017
Genesys Engage on-premises	Product	Genesys Interactive Insights iWD	v8.1	21-Dec-2015	30-Mar-2020	30-Sep-2020	30-Sep-2021	30-Mar-2022
Genesys Engage on-premises	Product	Genesys Media Server	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Messaging for WeChat	v9.0		30-Apr-2020	30-Oct-2020	30-Oct-2021	30-Apr-2022
Genesys Engage on-premises	Product	Genesys PureEngage Interaction Workspace SIP Endpoint	v8.0	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020
Genesys Engage on-premises	Product	Genesys PureEngage SIP Endpoint Connector	v8.1	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020
Genesys Engage on-premises	Product	Genesys Quality Management (Zoom)	All versions	23-Jul-2010	29-Jul-2016	1-Jan-2017	1-Jan-2018	1-Jul-2018
Genesys Engage on-premises	Product	Genesys Skills Assessor	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Skills Assessor	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Skills Assessor	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Skills Management	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Skills Management	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Social Engagement	v8.5.1 and below	17-Dec-2010	12-Oct-2016	12-Apr-2017	12-Apr-2018	12-Oct-2018
Genesys Engage on-premises	Product	Genesys Training Manager	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Training Manager	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Training Manager	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Video Gateway	All versions	12-Jun-2015	3-Apr-2017	3-Oct-2017	3-Oct-2018	3-Apr-2019
Genesys Engage on-premises	Product	Genesys Voice Platform	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Voice Platform	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Voice Platform	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Web Engagement	All versions (v8.5, v9.0)		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Web Media	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Web Media	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Workforce Management	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Genesys Workforce Management	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter fo MSCRM Email & Activity Routing	v7.6	27-Jan-2009	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
Genesys Engage on-premises	Product	Gplus Adapter fo MSCRM Email & Activity Routing	v8.0	17-Feb-2012	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012

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Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v4.5	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v5.0	August 2011 thru July 2013	31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v5.1	August 2011 thru July 2013	31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v5.2		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v5.3	August 2011 thru July 2013	31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v5.4		17-Apr-2020	17-Oct-2020	31-Oct-2021	31-Dec-2022
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v6.0		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v6.1		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Aspect WFM	v6.2		31-May-2020	30-Nov-2020	31-Dec-2021	31-May-2022
Genesys Engage on-premises	Product	Gplus Adapter for IEX TotalView	v5.4		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for IEX TotalView	v6.0		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for IEX TotalView	v6.1		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for IEX TotalView	v6.2		31-May-2020	30-Nov-2020	31-Dec-2021	31-May-2022
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v4.5	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v5.0	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v5.1	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v5.2		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for IEX WFM	v5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Microsoft	v7.6	27-Jan-2009	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
Genesys Engage on-premises	Product	Gplus Adapter for Microsoft	v8.0	17-Feb-2012	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018
Genesys Engage on-premises	Product	Gplus Adapter for PeopleSoft	All versions	2002	26-Dec-2008	30-Jun-2009	30-Nov-2009	31-Dec-2010
Genesys Engage on-premises	Product	Gplus Adapter for PeopleSoft	v7.2	16-Dec-2006	26-Dec-2008	30-Jun-2009	31-Dec-2010	31-Dec-2011
Genesys Engage on-premises	Product	Gplus Adapter for SAP Analytics	v7.5		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for SAP CRM	v7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for SAP ERP	v7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Siebel 2000	All versions		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010
Genesys Engage on-premises	Product	Gplus Adapter for Siebel CRM	v6.x		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010
Genesys Engage on-premises	Product	Gplus Adapter for Siebel CRM	v7.0	1-Mar-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Siebel CRM	v7.1	1-Dec-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Siebel CRM	v7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Siebel CRM	v7.5		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v4.5	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019

Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v5.0	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v5.1	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v5.2		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v5.4		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v6.0		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v6.1		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Teleopti WFM	v6.2		31-May-2020	30-Nov-2020	31-Dec-2021	31-May-2022
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v4.5	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v5.0	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v5.1	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v5.2		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v5.3	August 2011 thru July 2013	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v5.4		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v6.0		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v6.1		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	Gplus Adapter for Verint WFM	v6.2		31-May-2020	30-Nov-2020	31-Dec-2021	31-May-2022
Genesys Engage on-premises	Product	Gplus Media Routing for Siebel	v7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Siebel E-mail Option	v7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Siebel Work Items	v7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019
Genesys Engage on-premises	Product	Gplus Universal Adapter for WFM	v6.0		31-May-2020	31-May-2020	31-May-2020	31-May-2021
Genesys Engage on-premises	Product	GVP - Multi-tenancy	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP - Multi-tenancy	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP - Quality Advisor	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP - Video	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP H323 Interface	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP Network Management	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	GVP: Voice App. Reporter SDK	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - AIModule for ASR & TTS	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - AIModule for ASR & TTS	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - AIModule for ASR & TTS	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - CCON HA - Info Mart Upg.	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - CCON HA - Info Mart Upg.	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - CIM Platform	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - CIM Platform	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - CTI AIM (Cisco)	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021

Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
Genesys Engage on-premises	Product	HA - CTI AIM (Cisco)	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Info Mart	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Info Mart	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Media Server	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Voice Platform	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Voice Platform	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - Genesys Voice Platform	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP - Multi-tenancy	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP - Multi-tenancy	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP - Quality Advisor	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP - Video	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP - Video	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP H323 Interface	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - GVP Network Management	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - ICON Voice	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - IVR Connector	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	HA - SIP Qualification & Parking	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Hyperion Interactive Reporting	All versions		7-Feb-2012	27-Aug-2012	27-Aug-2013	27-Feb-2014
Genesys Engage on-premises	Product	IBM Websphere Voice Server (WVS)	All versions		30-Sep-2009	30-Sep-2009	30-Dec-2010	30-Dec-2010
Genesys Engage on-premises	Product	ICON Voice	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Informiam Contact Center Advisor /Workforce Option	v3.0		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	Informiam Contact Center Advisor /Workforce Option	v3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	Informiam Frontline Advisor/Agent Option	All versions (v2.8, v3.0		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	Informiam Historical Option	v2.9		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	Informiam Platform	v3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Product	intelligent Workload Distribution (iWD)	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	intelligent Workload Distribution (iWD)	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	intelligent Workload Distribution (iWD)	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Interaction Workspace	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Interaction Workspace AIC Upgrade	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Interaction Workspace GAD Upgrade	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Internet Contact Solution	All versions	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Product	IP Media Xchange	All versions		20-Jan-2006	1-Apr-2006	1-Apr-2008	1-Apr-2008
Genesys Engage on-premises	Product	IVR Driver for Periphonics	All versions	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Apr-2013	4-Oct-2013
Genesys Engage on-premises	Product	IVR Integration Application for WVR	All versions	1-Jun-2005	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012
Genesys Engage on-premises	Product	iWD - Back Office	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	iWD - Back Office	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	iWD - Back Office	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	iWD Capture Adapter - JMS	v7.6		31-May-2019	30-Nov-2019	30-Nov-2019	31-May-2021
Genesys Engage on-premises	Product	iWD Capture Adapter - JMS	v8.0		31-May-2019	30-Nov-2019	30-Nov-2019	31-May-2021
Genesys Engage on-premises	Product	iWD Capture Adapter - MQSeries	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
PureConnect	Product	Latitude by Genesys 10.0	SU7 & Prior		30-Apr-2020	31-Oct-2020	30-Apr-2021	31-Oct-2021
Genesys Engage on-premises	Product	LivePerson Adapter	All versions	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017
Genesys Engage on-premises	Product	LivePerson Service	All versions	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017

Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
PureConnect	Product	Microsoft Outlook Interaction Desktop Add-In	2010		01-Jul-2020	30-Sep-2020	30-Sep-2021	31-Jan-2022
Genesys Engage on-premises	Product	Network Callback	v7.1	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018
Genesys Engage on-premises	Product	Nuance Adaptive Grammar Engine	v5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
Genesys Engage on-premises	Product	Nuance ASR	v8.x		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
Genesys Engage on-premises	Product	Nuance Dial Modes Core	v2.0		30-Apr-2020	30-Apr-2020	30-Apr-2020	30-Apr-2020
Genesys Engage on-premises	Product	Nuance Dialog Modules	v5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
Genesys Engage on-premises	Product	Nuance Dialog Modules	v5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
Genesys Engage on-premises	Product	Nuance Dialog Modules Address	v5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
Genesys Engage on-premises	Product	Nuance Dialog Modules Name	v5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014
Genesys Engage on-premises	Product	Nuance Employee Productivity Suite (EPS)	All versions		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012
Genesys Engage on-premises	Product	Nuance Evaluation Studio	v10		30-Apr-2020	30-Apr-2020	30-Apr-2020	30-Apr-2020
Genesys Engage on-premises	Product	Nuance FreeSpeech	v R10		30-Apr-2020	n/a	n/a	31-Oct-2020
Genesys Engage on-premises	Product	Nuance NADM	v5.0		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	Nuance NDM	v5.2		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	Nuance Open Call Steering (OCS)	All versions		3-Nov-2010	3-Nov-2010	3-Nov-2010	3-Nov-2010
Genesys Engage on-premises	Product	Nuance Open Speech Attendant (OSA)	All versions		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012
Genesys Engage on-premises	Product	Nuance OSDM	v7.2		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	Nuance OSDM – all types	v2.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014
Genesys Engage on-premises	Product	Nuance OSR	v3.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
Genesys Engage on-premises	Product	Nuance Prompt Sculptor	v3.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014
Genesys Engage on-premises	Product	Nuance RealSpeak	v4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
Genesys Engage on-premises	Product	Nuance RealSpeak	v4.5		7-Feb-2012	31-Dec-2013	31-Dec-2012	31-Mar-2014
Genesys Engage on-premises	Product	Nuance Recognizer	v10		30-Apr-2020	30-Oct-2020	30-Oct-2021	30-Jun-2022
Genesys Engage on-premises	Product	Nuance Recognizer	v9.0	27-Nov-2007	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018
Genesys Engage on-premises	Product	Nuance SpeechSecure	All versions		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010
Genesys Engage on-premises	Product	Nuance Verifier	v4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	30-Sep-2013
Genesys Engage on-premises	Product	Nuance Verifier	v4.1		7-Feb-2012	30-Jun-2013	31-Mar-2013	30-Jun-2014
Genesys Engage on-premises	Product	Nuance Vocalizer	v5.0	10-Nov-2010	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018
Genesys Engage on-premises	Product	Nuance Vocalizer	v5.7	5-Aug-2013	27-Aug-2016	30-Sep-2017	30-Jun-2017	30-Sep-2018
Genesys Engage on-premises	Product	Nuance Vocalizer TTS	v6		30-Apr-2020	30-Oct-2020	30-Oct-2021	30-Jun-2022
Genesys Engage on-premises	Product	Nuance VocalPassword	v10		30-Apr-2020	n/a	n/a	31-Oct-2020
Genesys Engage on-premises	Product	OpenIN	All versions	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017
Genesys Engage on-premises	Product	Outbound Upgrd - Preview to Voice	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Polycom IP 7000 Conference Phone			31-May-2019	30-Jun-2019	30-Jun-2019	30-Jun-2019
PureConnect	Product	PureConnect Zendesk Screen pop Connector	CIC 4.0 SU4	31-Mar-2014	25-Aug-2017	25-Feb-2018	25-Feb-2019	25-Aug-2020
Genesys Engage on-premises	Product	Recording Connector	v7.6		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	SAP BusinessObjects Enterprise (BOE)	v3.1		1-Jan-2016	30-Jun-2016	31-Dec-2015	31-Dec-2017
Genesys Engage on-premises	Product	SIP Endpoint Connector	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	SIP Qualification & Parking	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	SpeechWorks OSR 2.x / 3.x	v6.5		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	SpeechWorks OSR 2.x / 3.x	v7.0		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	SWMS	v3.1		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013
Genesys Engage on-premises	Product	Telisma TeliSpeech	All versions		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010

Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
Genesys Engage on-premises	Product	T-Lib SDK	All versions		1-Mar-2007	1-Mar-2007	1-Mar-2010	1-Mar-2010
Genesys Engage on-premises	Product	Universal Callback Server and Voice Callback	All versions	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018
Genesys Engage on-premises	Product	Virtual Hold Rendezvous, Concierge, CTI Adapter, IVR Adapter	v6.0	2010	28-Feb-2019	01-Jan-2018	28-Feb-2019	30-Jun-2019
Genesys Engage on-premises	Product	Virtual Hold Rendezvous, Concierge, CTI Adapter, IVR Adapter	v7.0	2010	28-Feb-2019	01-Jan-2018	28-Feb-2019	30-Jun-2019
Genesys Engage on-premises	Product	Virtual Hold Software Suite	v6.6		28-Feb-2019	15-Jan-2019	28-Feb-2019	30-Jun-2019
Genesys Engage on-premises	Product	Virtual Hold WebConnect	All versions		31-Aug-2015	31-Aug-2015	31-Aug-2015	31-Dec-2015
Genesys Engage on-premises	Product	Voice Genie Nuance ASR	v7.0		30-Apr-2020	n/a	n/a	30-Apr-2020
Genesys Engage on-premises	Product	Voice Treatment Option (including Express VTO)	All versions	Jun-2002	28-Aug-2013	28-Feb-2014	28-Feb-2015	28-Aug-2015
Genesys Engage on-premises	Product	Web Collaboration Option	v8.0		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Product	Web Collaboration Option	v8.1		31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021
Genesys Engage on-premises	Suite	Genesys 6.x (all products)	v6.x	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012
Genesys Engage on-premises	Suite	Genesys 7.0 (all products)	v7.0	2004	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013
Genesys Engage on-premises	Suite	Genesys 7.1 (all products with exceptions)	v7.1	2005	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013
Genesys Engage on-premises	Suite	Genesys 7.2 (all products with exceptions)	v7.2	2006	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Suite	Genesys 7.5 (all products with exceptions)	v7.5	2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014
Genesys Engage on-premises	Suite	Genesys 7.6 (all products that have 7.6 versions)	v7.6	24-Dec-2008	31-May-2019	30-Nov-2019	30-Nov-2020	31-May-2021

Life Cycle Information for Genesys Products

Products that are not yet in EOL cycle



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Platform	Item Type	Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support
Genesys Engage on-premises	Component	IVR Driver for Avaya MPS	v7.5		Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Component	IVR Driver for IBM WebSphere Voice Response for AIX	v7.5		Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Component	Load Distribution Server	v7.2	6-Jun-2008	Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Product	CC Pulse+	v7.5		TBD	TBD	TBD	TBD
Genesys Engage on-premises	Product	Gplus Adapter for SAP CRM	v7.5		TBD	TBD	TBD	
Genesys Engage on-premises	Product	Gplus Adapter for SAP ERP	v7.5		TBD	TBD	TBD	
Genesys Engage on-premises	Product	Gplus Data Access for SAP	v7.1		Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Product	HA Proxy	v7.5		TBD	TBD	TBD	TBD
Genesys Engage on-premises	Product	IVR SDK	v7.5		Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Product	IVR Server	v7.5		Depends on v9	TBD	TBD	TBD
Genesys Engage on-premises	Product	Reporting Templates	v7.2	1-May-2006	TBD	TBD	TBD	TBD
Genesys Engage on-premises	Product	VoiceGenie	v7.0		Pending Fall 2020	TBD	TBD	TBD
Genesys Engage on-premises	Product	VoiceGenie	v7.2		Pending Fall 2020	TBD	TBD	TBD