

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: 16-October-2018.



Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support	Comments
7.6 Genesys Interactive Insights	7.6	26-Sep-2008	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
7.6 Genesys Interactive Insights iWD	7.6	7-Dec-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
8.0 Genesys Interactive Insights	8.0	27-Sep-2010	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
8.0 Genesys Interactive Insights iWD	8.0	11-Mar-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
8.1.0 Genesys Interactive Insights	8.1.0	7-Oct-2011	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
8.1.1 Genesys Interactive Insights	8.1.1	24-May-2012	1-Jan-2016	30-Jun-2016	31-Dec-2016	31-Dec-2017	EOL announced January 2016
Agent Advisor	8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020	EOL Announced Sep 2018
base7	All	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017	
Blue Pumpkin Integration	7.1	17-Dec-2004	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS (note: v7.1 was the only version of this product)
Call Concentrator	All	25-Apr-2006	3-Nov-2010	31-Dec-2012	3-Nov-2010	3-Nov-2014	Reached EOS
CallPath	All					30-Jun-2010	Reached EOS
CCAdvr - Mobile Edition	8.1, 8.5	2016	14-Sep-2018	31-Mar-2019	31-Mar-2020	30-Sep-2020	EOL Announced Sep 2018
Expert Contact	7.6	2003	1-Aug-2017	1-Feb-2018	1-Feb-2019	1-Aug-2019	Includes CTI-Less T-Server
Express	4.2 and below	2002	15-Apr-2009	15-Apr-2009	15-Apr-2009	15-Apr-2009	These versions reached EOS
Express	4.5	2-Aug-2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	applicable to Express.
Federated Customer Service	7.5	10-Oct-2007	4-Jun-2013	4-Dec-2013	4-Dec-2014	4-Jun-2015	EOL announced June 2013
Genesys 6.x (all products)	6.x	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS - No exceptions
Genesys 7.0 (all products)	7.0	2004	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013	Exceptions listed individually on the 'Not EOL' Tab
Genesys 7.1 (all products with exceptions)	7.1	2005	8-Feb-2011	8-Aug-2011	8-Aug-2012	8-Feb-2013	Exceptions listed individually on the 'Not EOL' Tab
Genesys 7.2 (all products with exceptions)	7.2	2006	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Exceptions listed individually on the 'Not EOL' Tab
Genesys 7.5 (all products with exceptions)	7.5	2007	7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Exceptions listed individually on the 'Not EOL' Tab
Genesys Business Edition Premise (BEP)	All		30-Apr-2018	30-Sep-2018	30-Sep-2019	31-Mar-2020	EOL Announced in April 2018
Genesys Contact Navigator	All	2001	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS
Genesys Customer Interaction Portal (GCIP)	All	21-Aug-2006	31-May-2017	30-Nov-2017	30-Nov-2018	31-May-2019	
Genesys Desktop .NET Toolkit	All		3-Nov-2008	3-Nov-2008	3-Nov-2009	3-Nov-2009	Reached EOS
Genesys Enterprise Telephony Software (GETS)	All	4-Mar-2007	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015	Reached EOS
Genesys Enterprise Telephony Software (GETS) High Availability (HA)	All	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015	Reached EOS
Genesys Enterprise Telephony Software (GETS) Server/User	All	2005	4-Oct-2012	1-Oct-2013	1-Oct-2014	30-Apr-2015	Reached EOS
Genesys Express	8.0 and All versions	Sept 2015	19-Nov-2017	19-May-2018	19-May-2019	19-Nov-2019	EOL Announced Nov 2017
Genesys Framework Standalone	All		1-Oct-2015	30-Apr-2016	31-Dec-2016	31-Dec-2017	EOL announced October 2015
Genesys PureEngage Agent Scripting	7.2	1-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019	EOL Announced Dec 2017
Genesys PureEngage Agent Scripting	8.1	21-Apr-2012	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019	EOL Announced Dec 2017
Genesys PureEngage Express Agent Scripting	4.6	1-May-2016	22-Dec-2017	15-Jun-2018	15-Jun-2019	31-Dec-2019	EOL Announced Dec 2017
Genesys PureEngage Interaction Workspace SIP Endpoint	8.0	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020	EOL Announced Sep 2018
Genesys PureEngage SIP Endpoint Connector	8.1	2013	07-Sep-2018	07-Mar-2019	07-Mar-2020	07-Sep-2020	EOL Announced Sep 2018
Genesys Quality Management (Zoom)	All	23-Jul-2010	29-Jul-2016	1-Jan-2017	1-Jan-2018	1-Jul-2018	EOL Announced July 2016
Genesys Social Engagement	8.5.1 and below	17-Dec-2010	12-Oct-2016	12-Apr-2017	12-Apr-2018	12-Oct-2018	EOL Announced October 2016
Genesys Video Gateway	All	12-Jun-2015	3-Apr-2017	3-Oct-2017	3-Oct-2018	3-Apr-2019	EOL Announced April 2017
Gplus Adapter fo MSCRM Email & Activity Routing	7.6 and 8.0	27-Jan-2009	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018	
Gplus Adapter for Aspect WFM	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS
Gplus Adapter for Aspect WFM	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	
Gplus Adapter for IEX WFM	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS
Gplus Adapter for IEX WFM	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	
Gplus Adapter for Microsoft	7.6 and 8.0	27-Jan-2009	3-Jul-2017	30-Nov-2017	3-Jul-2017	1-Oct-2018	
Gplus Adapter for PeopleSoft	All, except 7.2	2002	26-Dec-2008	30-Jun-2009	30-Nov-2009	31-Dec-2010	Reached EOS
Gplus Adapter for PeopleSoft	7.2	16-Dec-2006	26-Dec-2008	30-Jun-2009	31-Dec-2010	31-Dec-2011	Reached EOS
Gplus Adapter for SAP Analytics	7.5		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Adapter for SAP CRM	7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Adapter for SAP ERP	7.1		3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	

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Gplus Adapter for Siebel 2000	All		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010	Reached EOS
Gplus Adapter for Siebel CRM	6.x		5-Jan-2009	31-Jan-2009	30-Sep-2009	30-Sep-2010	Reached EOS
Gplus Adapter for Siebel CRM	7.0	1-Mar-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Adapter for Siebel CRM	7.1	1-Dec-2005	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Adapter for Siebel CRM	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Adapter for Teleopti WFM	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS
Gplus Adapter for Teleopti WFM	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	
Gplus Adapter for Verint WFM	4.2 and below		3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS
Gplus Adapter for Verint WFM	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	
Gplus Media Routing for Siebel	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Siebel E-mail Option	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Gplus Siebel Work Items	7.2	1-Apr-2007	3-Jul-2017	31-Dec-2017	31-Dec-2018	30-Jun-2019	
Hyperion Interactive Reporting	All		7-Feb-2012	27-Aug-2012	27-Aug-2013	27-Feb-2014	Reached EOS. Includes Brio
IBM Websphere Voice Server (WVS)	All		30-Sep-2009	30-Sep-2009	30-Dec-2010	30-Dec-2010	Reached EOS
Informiam Contact Center Advisor /Workforce Option	3.0 and 3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Reached EOS
Informiam Frontline Advisor/Agent Option	2.8, 3.0 and 3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Reached EOS
Informiam Historical Option	2.9		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Reached EOS
Informiam Platform	3.1		7-Feb-2012	7-Aug-2012	7-Aug-2013	7-Feb-2014	Reached EOS
Internet Contact Solution	All	2002	3-Nov-2010	3-May-2011	3-May-2012	3-Nov-2012	Reached EOS. EOL'd as part of G6.x EOL
IP Media Xchange	All		20-Jan-2006	1-Apr-2006	1-Apr-2008	1-Apr-2008	Reached EOS
IVR Driver for "Envox ShowNTel" and "Envox"	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013	Reached EOS
IVR Driver for Aspect	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013	Reached EOS
IVR Driver for Avaya Conversant	All	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013	Reached EOS
IVR Driver for Edify	All	16-Dec-2009	4-Oct-2012	4-Apr-2013	4-Apr-2014	4-Apr-2014	Reached EOS
IVR Driver for IBM WebSphere Voice Response for Windows	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2013	Reached EOS
IVR Driver for InterVoice - Brite	All	9-Dec-2003	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012	Reached EOS
IVR Driver for Microsoft Speech Server	All	30-May-2007	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012	Reached EOS
IVR Driver for Periphonics	All	16-Dec-2009	4-Oct-2012	4-Oct-2012	4-Apr-2013	4-Oct-2013	Reached EOS
IVR Integration Application for WVR	All	1-Jun-2005	4-Oct-2012	4-Oct-2012	4-Oct-2012	4-Oct-2012	Reached EOS
LivePerson Adapter	All	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017	EOL Announced August 2015
LivePerson Service	All	2009	21-Aug-2015	21-Feb-2016	21-Feb-2017	21-Aug-2017	EOL Announced August 2015
Network Callback	7.1	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018	EOL Announced August 2016
Nuance Adaptive Grammar Engine	5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014	Reached EOS
Nuance ASR	8.x		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013	Reached EOS
Nuance Dialog Modules	5.0	17-Jun-2009	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014	Reached EOS
Nuance Dialog Modules	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014	Reached EOS
Nuance Dialog Modules Address	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014	Reached EOS
Nuance Dialog Modules Name	5.2	19-Mar-2012	27-May-2016	31-Mar-2012	30-Sep-2013	30-Sep-2014	Reached EOS
Nuance Employee Productivity Suite (EPS)	All		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012	Reached EOS
Nuance Open Call Steering (OCS)	All		3-Nov-2010	3-Nov-2010	3-Nov-2010	3-Nov-2010	Reached EOS
Nuance Open Speech Attendant (OSA)	All		3-Nov-2010	3-Nov-2010	3-May-2011	3-Nov-2012	Reached EOS
Nuance OSDM – all types	2.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014	Reached EOS
Nuance OSR	3.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013	Reached EOS
Nuance Prompt Sculptor	3.x		7-Feb-2012	31-Mar-2013	31-Dec-2012	31-Mar-2014	Reached EOS
Nuance RealSpeak	4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013	Reached EOS
Nuance RealSpeak	4.5		7-Feb-2012	31-Dec-2013	31-Dec-2012	31-Mar-2014	Reached EOS
Nuance Recognizer	9.0	27-Nov-2007	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018	
Nuance SpeechSecure	All		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010	Reached EOS
Nuance Verifier	4.0		7-Feb-2012	31-Mar-2012	31-Dec-2011	30-Sep-2013	Reached EOS
Nuance Verifier	4.1		7-Feb-2012	30-Jun-2013	31-Mar-2013	30-Jun-2014	Reached EOS
Nuance Vocalizer	5.0	10-Nov-2010	27-May-2016	31-Mar-2017	31-Dec-2016	31-Mar-2018	
Nuance Vocalizer	5.7	5-Aug-2013	27-Aug-2016	30-Sep-2017	30-Jun-2017	30-Sep-2018	EOL Announced August 2016
OpenIN	All	2008	3-Jul-2017	3-Jul-2017	3-Jul-2017	1-Oct-2017	
PureConnect Zendesk Screen pop Connector	CIC 4.0 SU4	31-Mar-2014	25-Aug-2017	25-Feb-2018	25-Feb-2019	25-Aug-2020	EOL Announced August 2017
SAP BusinessObjects Enterprise (BOE)	3.1		1-Jan-2016	30-Jun-2016	31-Dec-2015	31-Dec-2017	EOL announced January 2016
Speech & Text Analytics (SpeechMiner)	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	All customers should migrate to the latest versions of SpeechMiner (i.e. 8.5.511+).
SWMS	3.1		7-Feb-2012	31-Mar-2012	31-Dec-2011	31-Mar-2013	Reached EOS
Telisma TeliSpeech	All		3-Nov-2010	3-Nov-2010	30-Dec-2010	30-Dec-2010	Reached EOS
T-Lib SDK	All		1-Mar-2007	1-Mar-2007	1-Mar-2010	1-Mar-2010	Reached EOS
T-Server for Alcatel OmniPCX Office (OXO) / A4200	All	7-Nov-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016

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T-Server for Aspect ACD	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Avaya INDeX	All	28-Mar-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016	EOL Announced August 2016
T-Server for Cisco Unified Contact Center Enterprise (UCCE)	All	30-Apr-2010	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016	EOL Announced August 2016
T-server for EADS M6500	All	20-Jul-2007	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for EADS Telecom Intecom M6880 (PointSpan)	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Huawei NGN UAP8100	All	5-Sep-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016	EOL Announced August 2016
T-Server for Nortel Communication Server 1000	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Nortel Communication Server 2000/2100 - X.25 flavor only (CS2K)	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Siemens Hicom 300E/300H	All	30-Jan-2008	31-Aug-2016	31-Aug-2016	31-Dec-2016	31-Dec-2016	EOL Announced August 2016
T-Server for Siemens HiPath DX	All	27-May-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Spectrum	All	30-Jan-2008	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
T-Server for Tadiran Coral	All	30-Apr-2010	31-Aug-2016	28-Feb-2017	28-Feb-2018	31-Aug-2018	EOL Announced August 2016
Universal Callback Server and Voice Callback	All	28-Apr-2005	31-Aug-2016	28-Feb-2017	28-Feb-2018	30-Aug-2018	EOL Announced August 2016
Virtual Hold WebConnect	All		31-Aug-2015	31-Aug-2015	31-Aug-2015	31-Dec-2015	EOL Announced August 2015
Voice Treatment Option (including Express VTO)	All	Jun-2002	28-Aug-2013	28-Feb-2014	28-Feb-2015	28-Aug-2015	EOL Announced August 2013

Products that are not yet EOL'ed

Product	Major Release	Release Available	End of Life Announcement	Last Order	End of Maintenance	End of Support	Comments
Agent Scripting	7.2	29-May-2009	Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
CC Pulse+	7.5		TBD	TBD	TBD	TBD	
Gplus Adapter for SAP CRM	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
Gplus Adapter for SAP ERP	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
Gplus Adapter for Siebel CRM	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
Gplus Data Access for SAP	7.1		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
HA Proxy	7.5		TBD	TBD	TBD	TBD	No EOL for now - version still needed
IVR Driver for Avaya MPS	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
IVR Driver for IBM WebSphere Voice Response for AIX	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
IVR SDK	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
IVR Server	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
Load Distribution Server	7.2	6-Jun-2008	Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known
Network SIP Server	7.5		Depends on v9	TBD	TBD	TBD	Will be announced when dates for G9 are known