

End of Genesys™ Support for CCPulse / CCPulse+ Reporting **ALL Versions**

End of Component Support Announcement
January 31st, 2021

End of Component Support

Last Updated: January 14th, 2021

Overview

CCPulse+ (formerly **CCPulse**) **Reporting** is a real-time reporting component as part of the Genesys Web Engagement and other solutions. As of **January 31st, 2021**, Genesys announces the End of Component Support and provides a migration path from **CCPulse+ / CCPulse** to **Genesys Pulse**.

Genesys Pulse is a widget-driven, web-based application to provide at-a-glance views of real-time contact center performance dashboards, KPIs and workforce status.

Component	Release
CC Pulse / CCPulse+	All Versions (7.5, 8.x)

End of Component Support Announcement	January 31 st , 2021
End of Component Support	December 31 st , 2022

Details

As of **January 31st, 2021**, Genesys announces the End of Component Support on **CCPulse+ / CC Pulse Reporting** for all Genesys products. This means that if an issue arises after this date with any existing Genesys software version that relates to **CCPulse** component, Genesys will recommend customers to migrate to **Genesys Pulse**.

After **December 31st, 2022**, all Genesys Maintenance and Support obligations on **CCPulse / CCPulse+** will be ceased.

For further details regarding **Genesys Pulse** products, please refer to the links below:

Genesys Pulse :

<https://docs.genesys.com/Documentation/EZP>

Genesys Pulse Deployment Guide :

<https://docs.genesys.com/Documentation/EZP/9.0.0/Deploy/Deploy>

Genesys Pulse interoperability:

https://docs.genesys.com/Documentation/System/Current/GenIG/Interoperability_for_GenesysPulse

Genesys products that are affected by this component retirement announcement:

The following products will be updated with **Genesys Pulse** component
(PI – v9.0 – Pulse 3GP32830TAAA)

Genesys Products affected*	Product Number
<u>v8.1 - Proactive Contact-Voice w/Gen.CPD</u>	3GP08825ACAA
<u>v8.1 - Proactive Contact-Voice w/CPD-Lab</u>	3GP08824ADAA
<u>v8.1 - Proactive Contact-Voice w/CPD-Lab - SUB</u>	3GP08824ADAA-SUB
<u>v8.1 - Proactive Contact-Voice w/Gen.CPD - SUB</u>	3GP08825ACAA-SUB
<u>v8.1 - Genesys SBR Platform</u>	3GP20363ACAA
<u>v8.5 - iWD - Back Office - Lab</u>	3GP21084ACAA
<u>v8.5 - iWD - Back Office</u>	3GP21085ACAA
<u>v8.1 - Genesys CIM Platform</u>	3GP21278ACAA
<u>v8.1 - Genesys CIM Platform - Lab</u>	3GP21279ACAA
<u>v8.5 - iWD - Back Office & JMS Adapter - SUB</u>	3GP21283ACAA-SUB
<u>v8.5 - iWD - Back Office & JMS Adapter</u>	3GP21283ACAA
<u>v8.5 - iWD - Back Office & JMS Adapter - Lab</u>	3GP21284ACAA
<u>v8.5 - iWD - Back Office & JMS Adapter - Lab - SUB</u>	3GP21284ACAA-SUB
<u>v8.1 - Framework to CIM - Upgrade</u>	3GP21307ACAA
<u>v8.1 - Framework to CIM - Upgrade - SUB</u>	3GP21307ACAA-SUB
<u>v8.1 - Framework to SBR - Upgrade</u>	3GP21406ACAA
<u>v8.5 - Genesys CIM Platform</u>	3GP84194ACAA
<u>v8.5 - Genesys CIM Platform - Lab</u>	3GP08806ADAA
<u>v8.5 - Genesys CIM Platform - SUB</u>	3GP84194ACAA-SUB

Supplemental Information

CCPulse is a legacy real-time reporting solution and has been under maintenance since 2015. **Genesys Pulse** is the next generation real-time interaction solution and provide some of the benefits of **Genesys Pulse** include:

Upgrade benefits

- Backward compatible with other Genesys v8.x solution
- Web-based and standalone (version 9.0)
- Advanced alerting capabilities
- 22+ reporting templates with 200+ statistics available Out of the Box in json open standard format
- Wallboard display support, an industry best practices design on UX along with accessibility support
- Intraday Trend View (line charts)
- Tablet view supported
- Custom widgets support and provide Genesys Pulse web services APIs
- GroupBy functionality
- Export/download widgets data/snapshots to csv/JSON file

Migration & Entitlement

For products that have a migration path, customers on active maintenance are entitled to **Genesys Pulse** and will be available to download from Genesys Downloads Center.

Customers using the **CCPulse / CCPulse+** should migrate to **Genesys Pulse**.

CCPulse / CCPulse+ is a thick client server application while Genesys Pulse is a widget driven, web-based solution. Due to the architectural differences between the two solutions, customers need to re-write reports in Genesys Pulse during the migration.

All out of the box real-time reports templates in CCPulse / CCPulse+ have been already been included in Genesys Pulse. Customers only need to re-write any custom reports that are previously built in CCPulse / CCPulse+ in **Genesys Pulse**.

Please contact your Genesys Account Executive for more details.

Frequently Asked Questions

Why is end of support being announced for this version now?

- **Answer:** **CCPulse+** (formerly **CCPulse**) **Reporting** is a real-time reporting component as part of the Genesys Web Engagement and other solutions.

Genesys introduced a next generation real-time reporting product (**Genesys Pulse**) and will continue to add features only to **Genesys Pulse** product. Therefore, Genesys has decided to place **CCPulse** / **CCPulse+** into “**End of Component Support Phase**” of its life cycle.

How should customer migrate from **CCPulse** / **CCPulse+** to **Genesys Pulse**?

- **Answer:** There is no charge for customers with current maintenance contracts. If the customer’s business requirements have changed, then this represents a good opportunity to discover those requirements and make necessary configuration changes with Genesys using Professional Services.

This announcement provides notice to enable customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.