

Predictive Engagement for Genesys Engage Cloud and Genesys Engage On-Premises

End of Life Announcement

March 15th, 2023

Last Updated: March 6, 2023

Overview

As of March 15, 2023, Genesys announces the End of Life for the Genesys products listed below:

Genesys Product	Platform	Release	End of Support
Predictive Engagement	Genesys Engage on-premises	All versions	June 30, 2025
Predictive Engagement	Genesys Engage Cloud	All versions	June 30, 2025

Details

After Genesys acquired Altocloud in February 2018, Predictive Engagement for Genesys Engage on-premises & Genesys Engage Cloud was launched as a hybrid service powered from the Genesys Cloud platform.

Genesys Predictive Engagement is an AI-powered customer engagement solution that analyzes visitors' behaviors on websites, predicts the outcomes visitors are trying to achieve, and personalizes engagements to help visitors achieve those outcomes.

As a result of our corporate strategy to focus exclusively on Genesys Cloud CX, Genesys is announcing End of Life for Predictive Engagement as a hybrid service.

NOTE: Predictive Engagement for Genesys Cloud CX is NOT affected by this announcement and remains available.

Versions

All versions of Predictive Engagement for Engage on-premises, Engage Cloud, and Multicloud CX are affected by this announcement.

EOL Life Cycle Dates

End of Life Announcement Date	March 15, 2023
Last Order Date	March 15, 2023

End of Maintenance	June 30, 2025
End of Support	June 30, 2025

Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
GC-170-NV-PREDICTHYB	Predictive Engagement Hybrid Bundle
3GP114608ACAA	Predictive Engagement Hybrid - On-premises elements
3GP108312ACGA	Predictive Engagement: Altocloud for Pure Engage - eLibrary
3GP106785ABAA	Altocloud User - PEC
3GP106786ABAA	Altocloud Web Visits - PEC
3GP106784ACAA	v9.0 - Altocloud Seats - PureEngage Hybrid - SUB
3GP106787ACAA	v9.0 - Altocloud Web Visits - PureEngage Hybrid - SUB
3GP106785ABAA-HYB	Altocloud Seats - Genesys Engage - HYB
3GP106786ABAA-HYB	Altocloud Web Visits - Genesys Engage - HYB

Migration & Entitlement

Predictive Engagement for Engage on-premises, Engage Cloud, and Multicloud CX will no longer be offered as a hybrid service. Predictive Engagement will remain available for customers using Genesys Cloud CX directly.

Therefore, Genesys Engage and Multicloud CX customers wishing to continue using Predictive Engagement functionality must migrate their agents using the service to Genesys Cloud CX and adopt the Genesys Cloud CX service order and related Predictive Engagement part numbers. There is no automatic entitlement in this case. For details on specific pricing options for Genesys Cloud CX, please work with your Genesys account executive.

Moving to Genesys Cloud CX for Predictive Engagement unlocks additional capabilities that were not previously accessible to Engage customers in the hybrid model, thereby

making your Predictive Engagement investment more valuable.

Related Documents

- [EOL Life Cycle Table](#): Provides information on Genesys EOL products & versions that have been scheduled for EOL.
- [Shared Resource Center](#): Current product documentation for Predictive Engagement

Frequently Asked Questions

Q: Why is Genesys retiring this application?

A: Genesys announces the end of life for Predictive Engagement for Engage on-premises and Engage Cloud due to our recently announced corporate strategy to focus exclusively on Genesys Cloud CX.

Q: Is Genesys Predictive Engagement being retired for all platforms?

A: This announcement is only for Genesys Engage customers. Predictive Engagement will remain available and actively supported for Genesys Cloud CX.

Q: How does this impact current Genesys Engage on-premises and Genesys Engage Cloud customers using Predictive Engagement?

A: Affected customers will be notified by their Genesys representatives about the upcoming change in availability and encouraged to migrate to the Genesys Cloud CX solution before the end of support date.

Q: Why is the End of Sale date on the same day as End of Life announcement? Don't you typically allow additional time for customers to continue to purchase the product?

A: Given the limited number of Genesys Engage customers currently using the product, and the fact it is a cloud service instead of on-premises, it does not make sense to allow any new customers to purchase the product and spend money to deploy it only for us to deprecate it within a year. We have already been advising our field to redirect interested customers to Genesys Cloud CX.

Q: What are customers' options?

A: Genesys Predictive Engagement will remain available for customers on Genesys Cloud CX. Customers can migrate from Genesys Engage to Genesys Cloud CX. Please speak with your Genesys representative to discuss evolution options, which may include moving your chat agents to Genesys Cloud CX first prior to a full migration of your contact center.

Q: What if I need help or have questions?

A: If you need help or have questions about this migration, reach out to your Customer Success Manager or contact Genesys Customer Care (My Support).

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

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (EOS) dates.

Last Order Date

The date on which any additional units of an EOL product can be ordered. From this date, no new quotes for such units will be issued or accepted.

End of Maintenance Date

From this date, no releases, fixes, or updates will be available for the EOL product.

End of Support Date

From this date, all Genesys support obligations will be ceased. For cloud-based products, the service will not be available or allowed to run in production anymore.

About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.