

Genesys Engage on-premises & Genesys Engage Cloud Predictive Routing

End of Life Announcement

November 19, 2021

End of Life

Last Updated: November 17, 2021

Overview

As of November 19, 2021, Genesys announces the End of Life / Genesys support for **Predictive Routing** for Genesys Engage on-premises & Genesys Engage Cloud platform listed below:

Genesys Product	Platform	Release	End of Support
Predictive Routing	Genesys Engage on-premises & Genesys Engage Cloud	9.0	November 03, 2023

Details

Predictive Routing for **Genesys Engage on-premises & Genesys Engage Cloud** was Launched in 2018. **Genesys Predictive Routing** draws on accumulated agent, customer, and interaction data, enabling you to analyze omnichannel interactions and outcomes and generate models to predict outcomes. As of **November 19th, 2021**, Genesys announces the End of Life as a result of our newly announced strategic partnerships.

[Genesys Predictive Routing](#) – Product Documentation

Predictive Routing for Genesys Cloud CX is not affected by this announcement and remains available.

Major Versions

The SI version affected by this EOL Announcement

- **Version 9.0**

Migration & Entitlement

With this strategic alliance, Afiniti will become the exclusive AI pairing technology for Genesys Multicloud CX. GPR will remain available for customers on Genesys Cloud CX.

We estimate the native integration will be released around mid-2022

To maintain certain functionality, please contact your Genesys representative for migration options.

Related Documents

Click the following links for these documents:

- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

EOL Life Cycle Dates

End of Life Announcement Date	November 19th, 2021
Last Order Date	May 13th, 2022
End of Maintenance	May 13th, 2023
End of Support	November 3rd, 2023

Frequently Asked Questions

Q: Why is Genesys retiring these applications?

A: Genesys announces the End of Life for [Predictive Routing](#) for [Engage on-premises & Genesys Engage Cloud](#) as a result of our newly announced strategic partnerships with Afiniti.

Partnering with Afiniti enables customers to continue leveraging our best-in-class customer journey orchestration. However, they can now augment this with Afiniti's Enterprise Behavioral Pairing technology. Our partnership with Afiniti helps Genesys deliver additional value to customers who have expressed interest in working with Afiniti to drive more revenue from their contact centers. With Genesys and Afiniti, companies will be able to better facilitate conversations that reduce the need for transfers or follow up calls – simplifying each consumer's experience of interacting with a business, and helping grow revenue by increasing sales, encouraging up-sells, and reducing churn. Organizations will have the ability to leverage their data sources, select metrics and business lines to optimize, and precisely measure the revenue, cost, and customer satisfaction benefits of EBP, all within Genesys Multicloud CX.

Q: Is Genesys Predictive Routing end of life or end of sale only for Genesys Engage on-premises & Genesys Engage Cloud?

A: Yes, Genesys Predictive Routing will remain available on Genesys Cloud CX

Q: How does this impact the current Genesys Engage on-premises & Genesys Engage Cloud customers using Genesys Predictive Routing?

A: Affected customers will be notified by their Genesys representatives about the upcoming change in availability and encouraged to migrate to the Afiniti solution without delay.

Q: What are customers' options?

A: With this strategic alliance, Afiniti will become the exclusive AI pairing technology for Genesys Multicloud CX. GPR will remain available for customers on Genesys Cloud CX. Please speak with your Genesys representative to discuss solutions available from Genesys partners.

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 (Genesys Advisor) or contact Genesys Customer Care (My Support).

Contact My Support.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
3GP103825ACAA	v9.0 - Predictive Routing for Cust. Svc - Lab
3GP105963ACAA	v9.0 - Genesys Predictive Routing for Sales - SUB
3GP105912ACAA	v9.0 - Genesys Predictive Routing for Sales - Lab
3GP105263ACAA	v9.0 - Genesys Predictive Routing for Sales
3GP105962ACAA	v9.0 - Genesys Predictive Routing for Cust. Svc. - SUB
3GP103824ACAA	v9.0 - Genesys Predictive Routing for Cust. Svc.
3GP114582ABAA	Predictive Routing (Sales) - GE
3GP114581ABAA	Predictive Routing (Customer Service) - GE
3GP109186ABAA	Genesys Predictive Routing for Sales - PEC
3GP110508ABAA	Genesys Predictive Routing for Sales - HYB
3GP109185ABAA	Genesys Predictive Routing for Cust. Svc. - PEC
3GP110507ABAA	Genesys Predictive Routing for Cust. Svc. - HYB

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 EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date

Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

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.

Products

- Genesys Cloud CX
- Genesys Multicloud CX
- Genesys DX.

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