



Universal Callback Server and Voice Callback 7.1

End of Life Announcement
August 31, 2016

End of Life

Last Updated: August 31, 2016

Overview

As of August 31, 2016, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Voice Callback – VCB	All
Genesys Network Callback	All

Details

The EOL Policy describes the Genesys End of Life policy and life cycle. The following dates for all Genesys EOL products and/or product versions are listed in the EOL Life Cycle Table:

End of Life Announcement

Last Order Date

End of Maintenance

End of Support

Related Documents

Click [here](#) to view the following documents:

EOL Policy

EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
Voice Callback
Voice Callback - preview
Voice Callback - Lab
Voice Callback - preview - Lab
Genesys Network Callback

Major Versions

This lists all versions affected by this EOL Announcement

- Voice Callback 7.1

Supplemental Information

The Universal Callback Server product and Voice Callback sellable item are legacy products and do not have any associated or active business development. Genesys Callback is the functional alternative and replacement product/solution to provide callback capabilities.

Customer Choices for New Product Purchase

EOL Product	Migration Path:
Voice Callback	<ul style="list-style-type: none"> Existing customers do not have a straightforward technical migration to Genesys Callback, but rather will need to obtain and install the various pre-requisites compatible with the latest version of Genesys Callback In order to take full advantage of the capabilities offered by Genesys Callback, one will need to utilize SIP Qualification and Parking (SQP) ports or ports from the Genesys Voice Platform (GVP) solution.

Entitlement

Upgrades of the products listed above from the earlier versions to its successor products are free if maintenance and support is current for those products. Customers are entitled to upgrade to Genesys Callback at 5:1 ratio of requests/hour to enabled seat.

EOL Life Cycle Dates

End of Life Announcement Date	August 31, 2016
Last Order Date	February 28, 2017
End of Maintenance	February 28, 2018
End of Support	August 30, 2018

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 cease.

Frequently Asked Questions

Does Genesys Callback offer similar functionality to Voice Callback?

- Answer: Yes, and more. Genesys Callback consolidates the callback functionality from other Genesys products: Web Callback, Genesys Mobile Engagement (GME) Callback and Voice Callback. Supported callback scenarios may include:
 - Requests for callback can be created as immediate or scheduled callback at a convenient time of the customer's choosing, based on the contact center's operating hours.
 - Preview pending callback requests (Genesys Workspace Desktop Edition is required)
 - Check and display agent availability by providing callers estimated wait times
 - Schedule callbacks with enhanced multimedia confirmation
 - Support for mobile push notification to provide an alert when an agent is available

All of the above callback functionality from Genesys Callback is accomplished through web services and RESTful APIs that can be accessed through the Internet and easily deployed into your network infrastructure.

Can I use my existing Genesys Voice Platform (GVP) or SIP Qualification and Parking (SQP) ports with Genesys Callback?

- Answer: Yes. Genesys Callback integrates with either GVP or Media Server. GVP provides VoiceXML features in addition to the Media Server features. The Media Server component, shipped with SQP, is sufficient for most deployments of Genesys Callback without the overhead of deploying GVP.

How should I size Genesys Callback?

- Answer: Genesys Callback should be sized based on the required number of concurrent callback sessions. If SQP ports were already purchased, then it is likely that these SQP ports were only sized for their normal inbound usage. It is recommended to review the various callback use cases and purchase sufficient capacity for the number of concurrent outbound callback sessions to be supported across all the various channels.