



Genesys Video Gateway All versions

End of Life Announcement
April 3, 2017

End of Life

Last Updated: April 3, 2017

Overview

As of April 3, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Genesys Video Gateway	All versions

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
v9.0 - Genesys Video Gateway
v9.0 - Genesys Video Gateway - Lab
v9.0 - Genesys Video Gateway - Meeting Room
v9.0 - Genesys Video Gateway - Meeting Room - Lab

Major Versions

All versions are affected by this EOL Announcement

Supplemental Information

During the Early Adopter phase, we concluded that the Genesys Video Gateway will not bring enough benefits to our customers in the long-term.

Therefore, the decision has been made to stop investments on Genesys Video Gateway, and to focus the Video strategy on Genesys AppFoundry ecosystem.

Customer Choices for New Product Purchase

- The 'v8.5 - 3rd Party Video' connector allows for integration of 3rd party video solutions or custom developments, with Genesys routing, reporting and desktop.
- Genesys recommends to Customers wanting to offer Video customer service to evaluate [Genesys Appfoundry solutions](#) compatible with Genesys offer.
- Genesys and Vidyo have developed a strong technology and commercial partnership to offer a market-leading Video-enabled Customer Service solution.
- More information on the [AppFoundry - VidyoEngage](#) page. You can also request a demo from your Genesys Sales representative.

Entitlement

Genesys entitles all customers with an active Genesys Video Gateway maintenance contract with an equivalent number of licenses of 'v8.5 - 3rd Party Video' connector, at no cost. It allows customers to integrate video solutions from the [Genesys Appfoundry ecosystem](#), or custom video applications.

In addition, through a special partnership with Genesys, Vidyo proposes an exclusive offer to Genesys customers wanting to transition their Genesys Video Gateway deployments to [VidyoEngage for Genesys](#).

Vidyo entitles all customers with an active Genesys Video Gateway license and maintenance contract to replace with an equivalent like for like feature set and number of licenses of VidyoEngage for Genesys from Vidyo, at no cost for the license portion. Maintenance contract and payment must be established between the customer and Vidyo.

Please contact Vidyo at genesys@vidyo.com for more information on the migration process and the commercial terms.

EOL Life Cycle Dates

End of Life Announcement Date	April 3, 2017
Last Order Date	October 3, 2017
End of Maintenance	October 3, 2018
End of Support	April 3, 2019

Definitions

End of Life (EOL) 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 (LOD)

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 (EOM)

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

End of Support Date (EOS)

From this date, all Genesys Maintenance and Support obligations cease.

Frequently Asked Questions

Where can I find more information about AppFoundry video ecosystem?

Please refer to the [Genesys Appfoundry ecosystem](#) page.

Where can I find more information about VidyoEngage solution?

Please refer to the [VidyoEngage for Genesys](#) page.

Who should I contact to migrate my GVG deployment to VidyoEngage?

Your Genesys Sales representative is your primary interface for the 'v8.5 - 3rd Party Video' connector. For the migration process to Vidyo, please contact Vidyo at genesys@vidyo.com.