



Virtual Hold Webconnect v6, v7.x

End of Life Announcement
August 31st, 2015

End of Life

Overview

As of August 31, 2015, Genesys announces the End of Life for the products listed below

Genesys Products	Release
Virtual Hold Webconnect SS, HA, Lab	Versions 6.x and 7.x

Detail

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 on these document names to download:

- ❖ [EOL Policy](#)
- ❖ [EOL Life Cycle Table](#)

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
VHT Webconnect V6.x, V7.x Standard, SS, HA, and La

Major Versions

This lists all versions affected by this EOL Announcement

- ❖ Version 6.x
- ❖ Version 7.x

Notes

- ❖ Webconnect was never available with the v8.0 VHT product family
- ❖ Webconnect is already EOL for v5.x

Supplemental Information

Migration path for EOL products

- ❖ VHT Platform Toolkit is replacement

Migration path for EOL product releases

- ❖ Upgrade to release v8.0 for all Virtual Hold products.

Entitlement

- ❖ Webconnect customers have an upgrade entitlement to Conversation Bridge 8.x, which includes Platform Toolkit. Chargeable PS will be needed to migrate any existing Webconnect scripts to Platform Toolkit

Lifecycle Dates

Releases Available	Various before 2013, including updates
End of Life Announcement Date	August 31 st , 2015
Last Order Date	August 31 st , 2015
End of Maintenance	August 31 st , 2015
End of Support	December 31 st , 2015

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 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 metric), or maintenance 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 product units and add-ons of an EOL product can be ordered. From and after the LOD, no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date

From this date no software 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

Why has Genesys decided to end support for Webconnect?

The OEM supplier Virtual Hold Technologies has already announced end of life for Webconnect to their own customers, and no longer includes it with their current generation (v8.0) of callback products. Since VHT plans to discontinue support on 31 December 2015, Genesys will be unable to provide support after that date. Virtual Hold believes that a replacement component, Platform Toolkit (which was available several years ago with VHT 7.4) provides a superior alternative to Webconnect.

What upgrade entitlements and migration aid will be provided to current Webconnect customers?

Answer: Genesys customers already using Platform Toolkit will not need to take any action other than to review support agreements and plans. Customers using Webconnect will be able to upgrade to Conversation Bridge, which includes Platform Toolkit. Contact your sales rep if you have questions about product upgrades or replacement, licensing, or Conversation Bridge functionality. Genesys recommends that all Virtual Hold customers with licenses for v7.x or older products plan upgrades to v8.x VHT products, including Virtual Hold Platform and Conversation Bridge. Conversation Bridge incurs no additional Virtual Hold software license costs for customers who are under current maintenance for WebConnect, unless initial licensing did not include scheduled callback (previously called Rendezvous).

Applications currently using WebConnect will require modification for compatibility with Conversation Bridge. Existing applications will need to use new functions from Conversation Bridge in order to provide the functionality previously made available through WebConnect. There may be some minor differences in functionality, depending on your current usage of WebConnect

What other Virtual Hold products are affected?

No other products supplied by Genesys or Virtual Hold are impacted. See comments above about migration.