

# Genesys PureConnect™ AI-powered Forecasting & Scheduling

**End of Life Announcement**  
**April 30<sup>th</sup>, 2021**

# End of Life

Last Updated: [April 9<sup>th</sup>, 2021](#)

## Overview

As of [April 30<sup>th</sup>, 2021](#), Genesys announces the End of Life / Genesys support for the **AI-Powered forecasting and scheduling** feature for [Genesys PureConnect™ on-premises & cloud](#) platforms listed below:

Genesys Product Features	Platform	End of Support
AI-Powered forecasting and scheduling	PureConnect on-premises & Cloud	December 31 <sup>st</sup> , 2021

## Details

### Related Documents

Click the following links for the documents:

- AI-Powered Workforce Management [Support Page](#)
- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end of life dates for Genesys PureConnect EOL product & versions that have been scheduled for EOL.

## Affected Platform

Platform affected by this EOL Announcement

- [PureConnect on-premises \(All versions\)](#)
- [PureConnect Cloud](#)

## Supplemental Information

With the introduction of [WEM Hybrid cloud solution](#) across all Genesys platforms, Genesys has decided to focus the new architecture and retire the **AI-Powered forecasting and scheduling feature on both PureConnect™ on-premises & PureConnect™ cloud platform**. Customers with active contract will continue to be supported by Genesys till **December 31<sup>st</sup>, 2021**.

### Migration & Entitlement

No entitlement replacement is offered due to feature deprecation. To maintain functionality, Genesys recommends migrating to **WEM Hybrid Cloud Solution** and leverage the continuous innovation in Genesys Workforce Management technology .

If customers are not interested in Hybrid offering, they can resort back to [Interaction Optimizer](#) solution.

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	<b>April 30<sup>th</sup>, 2021</b>
<b>Last Order Date</b>	<b>April 30<sup>th</sup>, 2021</b>
<b>End of Maintenance</b>	<b>December 31<sup>st</sup>, 2021</b>
<b>End of Support</b>	<b>December 31<sup>st</sup>, 2021</b>

## Frequently Asked Questions

### Why is Genesys retiring this application?

- **Answer:** With the introduction of **WEM Hybrid Cloud solution**, Genesys is focusing on the new architecture. With the shift of product strategy, Genesys has decided to retire the **AI-Powered forecasting and scheduling** feature and encourage our customers to adopt the new Hybrid solution.

### What are customers' options?

- **Answer:** Genesys recommends migrating to **WEM Hybrid Cloud solution** to meet their Workforce Engagement Management needs.

## Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
CS-031-4.0-AIFS	AI-powered Forecasting and Scheduling
SW-031-4.0-AIFS-PCP	AI-powered Forecasting and Scheduling - PCP
CS-031-4.0-AIFS-SUB	AI-powered Forecasting and Scheduling - SUB

# 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 honoured 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.