

Genesys PureEngage™

On-premises & Subscription Announcement

End of Life Announcement

Last updated: June 2025

What is being announced?

As part of our ongoing commitment to providing cutting-edge innovation and robust business resilience, Genesys announced the end-of-life for Engage Premise products and Engage Subscription products as of December 31, 2028.

We understand the importance of continuity and support for these products will continue through December 31, 2028. We are providing this advance notice to ensure a smooth transition and offer transparency into the steps Genesys will take leading up to the EOL date.

Our focus is firmly on the future, and we believe that Genesys Cloud, our leading AI-powered experience and orchestration platform, is the best way to deliver the innovation and resilience your business needs today and tomorrow. We advise talking to your Account teams and partners to answer any questions on what this means for you as well as facilitate any discussions on moving to our cloud products.

Key Dates:

December 31, 2027	End of full year renewals of Engage Premises perpetual license maintenance and Engage Premises subscription license terms. Subscription and maintenance renewals processed after this date will have terms of less than one year and must terminate on or before December 31, 2028.
November 30, 2028	End of all renewals of Engage Premises perpetual license maintenance and Engage Premises subscription license terms. No further renewals will be available.
December 31, 2028	End of maintenance and end of support for all Engage Premises perpetual and subscription products. Subscription licenses will not function after this date. Customers may continue to use their perpetually licensed products, but they will no longer be maintained or supported.

Note: Product-specific EOL announcements, including those announced previously, remain in effect **and supersede any dates in this announcement**. See <https://all.docs.genesys.com/System/EOL> for details.

Frequently Asked Questions and Answers

Q. What does this mean to me as a customer on Genesys Engage (On-premises and Subscription)?

A. You will continue to be supported on the Engage premises platform through the end of December 2028. You are also eligible to migrate to Genesys Cloud CX. While you find the right path to the cloud, you can continue to use Engage in the knowledge that:

- You can buy more capacity to meet your business needs by purchasing additional subscription licenses.
- You can take advantage of limited product updates until the end of December 2028. This applies to both existing perpetually licensed products with and current maintenance contract and subscription products with a valid subscription.

Q. When will this Product End of Life (EOL) announcement go into effect?

A. The EOL was announced to end-users on March 11, 2024. The timeline above reflects our plan for the end of sale, end of maintenance, and end of support for all Engage products.

Q. Does this EOL announcement affect the program dates for any previously announced product end-of-life announcements?

A. No. Previously announced end-of-life dates for Engage products and versions remain in effect. You can review the previously announced end-of-life dates and product versions here: <https://all.docs.genesys.com/System/EOL>.

Q. Will there be any further feature development or third-party integration support updates for Engage products?

A. Genesys will continue minimal releases of the Engage software until end of maintenance. These releases will address:

- Supported Operating Environment compatibility as set out in the Engage Premises roadmap.
- Critical security issues where no workaround is available and based on Genesys security assessment.
- Bug-fixes where no workaround is available, at Genesys discretion.

Q. Will there be product support i.e. software update, bug fixes during the maintenance period until the end of support?

A. Yes, critical bugs will be analysed through the end of maintenance and may result in a product update if no workaround is available.

Q. What happens to my systems at the end of the support date?

A. Engage premises products with perpetual licences may still be used, but maintenance and support will no longer be available.

Engage premises products with subscription licenses will stop operating when the subscription term ends, which will be no later than December 31, 2028.

Q. Can I request changes to my perpetual licenses after the EOL date of December 31, 2028?

A. No. Genesys will no longer be able to rehost or reconfigure perpetual license files after December 31, 2028.

Q. What if I have combined perpetual and subscription licenses?

A. You can contact Genesys licensing to request a perpetual license file that contains only your perpetual licenses. Please do so prior to December 1, 2028.

Q. Have other Genesys Engage customers moved to the cloud with Genesys?

A. Yes, hundreds of customers have moved to our cloud platforms. You can find examples of customers like you, who are reaping the benefits of their move to the cloud on the Genesys web site.

[Visit this page](#) to learn more, register for an informational webinar, access FAQs and gain details about the Genesys Cloud Advantage Plan. Please contact your Account Executive to plan your next steps with Genesys on your journey to the cloud.

Q. Why should I change now?

A. The future of innovation resides in the cloud. Many of our customers have seen robust improvements in delivering a superior customer experience as they transitioned to our cloud solutions. Today, cloud software helps to accelerate the value of your contact center. It enables your customer service to add value, not cost; it also provides greater resilience and security standards than on-premises. Speak to your Genesys Account Executive today to get more details on why cloud.

Q. Whom should I contact if I want to migrate to a Genesys cloud platform?

A. Please contact your Genesys Account Executives (AEs) or your Genesys Partner. Your AE or Genesys Partner has access to many resources to help your migration to one of our cloud solutions.

Q. How do I move to the cloud with Genesys?

A. Genesys has developed tools, techniques, and offers to make moving to the cloud seamless and straightforward. You can even try Genesys Cloud CX for free for up to 12 months.

By moving to the cloud with Genesys, you're investing in a foundation to adapt to your ever-changing business environment and deliver differentiated experiences for customers and

employees with quick-to-deploy services. It allows you to take full advantage of new capabilities and adjust your customer experiences to an ever-changing business environment.

Talk to your account executive about how we can help you build the case for change and partner with you to make this a smooth transition.

Q. My question isn't answered here; where can I go?

A. Please reach out to your Genesys Account Executive or Genesys Partner if you have further questions about the Genesys Engage On-premises and Subscription End of Life.