

**CX Contact**

**Genesys PureEngage™ On-premises & Subscription**

End of Life Announcement

April 17, 2024

## Overview

As of April 30, 2024, Genesys announces the End of Life for [CX Contact for Genesys PureEngage On-premises & Subscription](#). Genesys is retiring CX Contact in line with the [announcement](#) made in October 2022 to end the sale of Multicloud Private Edition software.

Genesys Product	Platform	Release	End of Support
Genesys CX Contact	Genesys PureEngage on-premises	v9	April 30, 2026
Genesys CX Contact	Genesys PureEngage Subscription	v9	April 30, 2026

## Major Versions.

- [All Versions \(v9\)](#)

## EOL Life Cycle Dates

End of Life Announcement Date	April 30, 2024
Last Order Date	October 30, 2024
End of Maintenance	October 30, 2025
End of Support	April 30, 2026

## Affected Products

APN Number	Offering Type	Product Name
3GP111580ACAA	PureEngage On Premise	CX Contact Compliance fee
3GP111580ACAA-SUB	PureEngage Subscription	CX Contact Compliance fee- SUB
3GP106947ACAA	PureEngage On Premise	v9.0 - Outbound CX Contact Seat
3GP106947ACAA-SUB	PureEngage Subscription	v9.0 - Outbound CX Contact Seat-SUB
3GP111581ACAA	PureEngage On Premise	v9.0 - Proactive Contact -CX Contact w/CPD
3GP111581ACAA-SUB	PureEngage Subscription	v9.0 - Proactive Contact -CX Contact w/CPD-SUB
3GP111583ACAA	PureEngage On Premise	v9.0 - Upgrade to Proactive Contact -CX Contact w/CPD
3GP111583ACAA-SUB	PureEngage Subscription	v9.0 - Upgrade to Proactive Contact -CX Contact w/CPD-SUB

## Migration & Entitlement

Genesys recommends CX Contact customers to upgrade to Genesys Cloud for Outbound functionality. Genesys Cloud is the industry's leading AI-powered experience orchestration platform. Alternatively, customers can migrate to Engage on-premises Outbound v8.1.

Please contact your Account Manager or Genesys Product Support group for upgrade details.

## Reference Links

- [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 EOL products & versions that have been scheduled for EOL.
- [Outbound Contact \(genesys.com\)](#) - Outbound Contact v8.1 guide.
- [Genesys Cloud Platform - Experience as a Service | Genesys](#) – Genesys Cloud all-in-one cloud contact center solution.

## Frequently Asked Questions

### **Q: Why is Genesys retiring CX Contact product line?**

A: Genesys is retiring CX Contact in line with the [announcement](#) made in October 2022 to end the sale of Genesys Multicloud CX™ software.

### **Q: What are customers' options?**

A: Genesys recommends CX Contact customers transition to Genesys Cloud for Outbound functionality. To explore this option further, customers are encouraged to reach out to their Genesys account team. Alternatively, customers have the option to migrate to Engage on-premises Outbound v8.1. However, due to the limited functionality of Engage on-premises Outbound 8.1 compared to CX Contact, it is highly recommended to transition to Genesys Cloud.

### **Q: Can active customers request a feature or enhancement post End-of-Life announcement?**

A: Through the End of Support date (i.e. April 30, 2026) our focus will be solely on providing support without any further enhancements or additional features.

For questions and clarification please contact Genesys Product support group.

## 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 will be ceased.

## About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service™, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

## Products

- Genesys Cloud CX

For more Information, Login to [Contact Center Solutions | Omnichannel Customer Experience | Genesys](#)