End of Genesys™ Support for Talker V telephony family
ALL Versions

End of Component Support Announcement
January 31st, 2021

End of Component Support

Last Updated: January 25th, 2021

Overview

Genesys Talker V / **GMK** is an IVR platform that includes software and a custom telephony board, suitable for self-service IVR functions in a customers' TDM infrastructure. Talker V has been sold exclusively in the Brazilian market. As of January 31st, 2021, Genesys announces the End of all hardware and software Support for Talker V and provides a migration path from **Talker V** to **Genesys Voice Platform (GVP)**.

Component	Release
Talker V	All Versions

End of Component Support Announcement	**January 31st, 2021**
End of Component Support	**December 31st, 2021**

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Details

As technology and markets change, Genesys evolves their products by providing new releases of the solution. With the availability of **Genesys Voice Platform version 9.0**, Genesys has decided to discontinue the legacy **Talker V** component in accordance with our EOL policy. **GVP** allows customers to run their contact centers with a supported OS version, as well as enjoying better speech recognition and TTS performance for their systems.

As of **January 31st, 2021**, Genesys announces the End of Component Support on **Talker V** for all Genesys products. This means that if an issue arises after this date with any existing Genesys hardware or software version that relates to a **Talker V** component, Genesys will recommend customers to migrate to **Genesys Voice Platform**.

After **December 31st, 2021**, all Genesys Maintenance and Support obligations on **Talker V** will be ceased.

During the period between **January 31st 2021** and **December 31st , 2021** all requests for onsite support will be reviewed based on the individual request and circumstances. Genesys **does not commit** to providing onsite support when requested but will use commercially reasonable efforts to review and evaluate each request.

For further details regarding **Genesys Voice Platform (GVP)** products, please refer to the links below:

https://docs.genesys.com/Documentation/GVP

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Supplemental Information

Talker V is a legacy software and hardware telephony platform that supports self-service IVR functions in customers' TDM infrastructure exclusively in the Brazilian market. Migrating to the **Genesys Voice Platform** provides the opportunity for customers to migrate from the proprietary Talker V design to industry standard VoiceXML IVR applications and platforms.

Upgrade benefits

- Complies with GDPR (General Data Protection Regulation) data privacy requirements.

- Improved security and application performance by running on updated and supported version of Operating Systems.

- Takes advantage of better speech recognition and TTS performance with new versions of Nuance components in GVP.

- Ability to integrate your contact center capabilities to other Genesys solutions and newer media gateways.

Migration & Entitlement

For products that have a migration path, customers on active maintenance are entitled to the **Genesys Voice Platform** which is available to download from Genesys Downloads Center.

The entitlement from **Talker** to **GVP** will be one-to-one basis, (e.g. 1 Talker Port entitles to 1 GVP port) Please contact your Genesys Account Executive for more details.

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Frequently Asked Questions

Why is end of support being announced for Talker now?

- Answer: **Talker V** is a legacy software and hardware telephony platform that supports self-service IVR functions in customers' TDM infrastructure exclusively in the Brazilian market and has been under maintenance since 2009.

  Migrating to the **Genesys Voice Platform** provides the opportunity for customers to migrate from the proprietary design to industry standard VoiceXML applications, as well as enjoying a better speech recognition and TTS performance for their supported OS systems.

  This migration also positions customers for richer Voice over IP (VoIP or SIP) telephony integration, and Genesys Multicloud offers.

  Therefore, Genesys has decided to place **Talker V** into **"End of Component Support Phase"** of its life cycle.

How should customer migrate from **Talker V** to **GVP**?

- Answer: There is no charge for customers with current maintenance contracts. If the customer's business requirements have changed, then this represents a good opportunity to discover those requirements and make necessary configuration changes with Genesys using Professional Services.

This announcement provides notice to enable customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.