



Genesys Social Engagement

8.5.1 and prior

End of Life Announcement

October 12, 2016

End of Life

Last Updated: September 26, 2016

Overview

As of October 12, 2016, Genesys announces the End of Life for the products listed below

Genesys Products	Release
Genesys Social Engagement	8.5.1, 8.5.0, all 8.1.x versions and all 8.0.x versions

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 [here](#) to view the following documents:

- ❖ EOL Policy
- ❖ EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
v8.0 - Genesys Social Engagement - App.
v8.0 - Genesys Social Engagement - User
v8.0 - Genesys Social Engagement - Seat
v8.1 - Genesys Social Engagement - App.
v8.1 - Genesys Social Engagement - User
v8.1 - Genesys Social Engagement - Seat
v8.1 - Social Engagement Base - App
v8.1 - Social Engagement Base - User

v8.1 - Social Engagement Base - Seat

v8.1 - Social Engagement Base - Lab

Major Versions

This lists all versions affected by this EOL Announcement

- ❖ v8.0
- ❖ v8.1
- ❖ v8.5.0
- ❖ v8.5.1

Supplemental Information

These versions of Genesys Social Engagement used an old Facebook API called FQL API. The Facebook FQL API is not working any longer today (Facebook and Twitter typically announce deprecation 6-12 months prior to turning off their respective APIs). As a result, all versions of Genesys Social Engagement 8.5.1 and prior cannot use the Facebook functionality any longer. Its Twitter functionality is not impacted and continues to work.

Customer Choices for New Product Purchase

- ❖ Genesys Social Engagement 8.5.3

Entitlement

Existing customers using Genesys Social Engagement 8.5.1 or a prior version are entitled to an upgrade to the latest version of Genesys Social Engagement. That version is 8.5.3 as of September 2016.

EOL Life Cycle Dates

End of Life Announcement Date	October 12, 2016
Last Order Date	April 12, 2017
End of Maintenance	April 12, 2018
End of Support	October 12, 2018

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 cease.

Frequently Asked Questions

What was the impact of the Facebook FQL API deprecation on Genesys Social Engagement?

The entire Genesys Social Engagement interface utilized FQL API. By deprecating the API, it rendered all of the Facebook functionality obsolete. The Twitter functionality was not impacted by this.

How was that deprecation resolved in Genesys Social Engagement?

The newest version of Genesys Social Engagement is built on newer APIs (Pages API, Graph API and Send API), thus not only providing the full functionality of GSE to all customers using Facebook, but also allowing for additional features to be rolled out and utilizing Facebook's new privacy rules for applications as well as enabling support for Facebook Messenger.

How can customers upgrade?

We actively worked with all of our customers to upgrade them to Genesys Social Engagement 8.5.3, and almost all of them have already moved to the new version 8.5.3. If you have not upgraded yet, please contact your account representative immediately, who will advise you on how to upgrade.