



# PureConnect™ End of Life Announcement

## PureConnect End of Life (EOL) – *what you need to know*

### What is being announced?

Genesys is announcing the timeline to end of life of their PureConnect products. This includes PureConnect Premise, PureConnect Subscription, and PureConnect Cloud products. Genesys customers will continue to be supported on this product through July 31, 2025, and they are providing visibility into the actions that the company will take up to the EOL date.

While Genesys is closing the chapter on their PureConnect platform, they are heavily committed to their focus on their two next generation cloud platforms: Genesys Cloud CX and Genesys Multicloud CX. While their expectation is that clients will naturally roll into their cloud cx environment, but that is not always the best fit for the client.

#### Key Dates:

May 16, 2022	Communication to customers and indirect customers begins. Account teams are responsible for direct customer communication and partners are responsible for indirect customers communications.
January 1, 2024	End of Sale of PureConnect Subscription, PureConnect Cloud, and end of any innovation of all PureConnect Platforms
August 1, 2024	End of Renewal of Premise Maintenance and Subscription licenses
July 31, 2025	End of Support of all PureConnect Platforms

#### Frequently Asked Questions:

##### Q. What does this mean for me as a customer on Genesys PureConnect?

A. You will continue to be supported on PureConnect through the end of July 2025. While you find the right path to the cloud, you can continue to use PureConnect in the knowledge that:

- You will be fully supported; Genesys will continue to partner with Infosys to support the PureConnect platform.
- You can buy more capacity to meet your business needs by subscription until the end of 2023.
- You can take advantage of limited product releases until the end of 2023.

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

A. The EOL will be announced to end-users beginning May 16th, 2022. The timeline above reflects Genesys's plan for the end of the sale, end of maintenance, and end of support for all PureConnect products. A reminder that we ended the sale of PureConnect Prem on February 1, 2022, and PureConnect Cloud in February 2020.

##### Q. What does this mean for how Genesys supports me?

A. Genesys will continue to partner with Infosys to support the PureConnect platform and you, the customer through 2025.



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**Q: Will there be any further feature development or third-party integration support updates for PureConnect products?**

*A: Genesys will continue minimal releases and upgrades on the platform through December 31, 2023. Starting January 1, 2024, they will no longer innovate or upgrade the platform.*

**Q: Will bug fixes still be released during the maintenance period until the end of support?**

*A: Yes, bug fixes will continue to be maintained through the end of support on July 31, 2025.*

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

*A: If you have a subscription PureConnect Premise license, it will stop operating when the license keys expire. The PureConnect Cloud platform will be shut down, and your access to it will be de-activated on that system. If you have perpetual premise licences, then the system can continue to be used, but you will not receive support or bug fixes after the end-of-life date of July 31, 2025.*

**Q: Have other Genesys PureConnect customers moved to the cloud?**

*A: Yes, hundreds of customers have moved to a cloud platform. Genesys is expecting their PureConnect customers to migrate to their cloud cx environment, but this might not be the best fit for you depending on your contact center's needs..*

**Q: Why should I change now?**

*A: The future of innovation resides in the cloud. Many contact centers have seen robust improvements in delivering a superior customer experience as they transitioned to 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. Reach out to a Cloudlinx CX Expert today to get more details on why cloud.*

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

*A: Genesys expects the majority of their PureConnect clients to move to their cloud platforms. However, a Genesys cloud platform may or may not be the best fit for you, your agents, and your customer. Talk to the experts at Cloudlinx first to see how you can move to the right cloud CX solution.*

**Q: How do I move to the cloud?**

*A: Migrating from a legacy infrastructure to a cloud environment is incredibly complex and SHOULD NOT be executed alone. Most contact center professionals making a cloud vendor solution do not have the experience to see the mistakes that could be avoided, resulting in false starts, poor deployments, and tech regret. Cloudlinx has built a process that allows clients to avoid common mistakes, choose a solution that meets their priorities and requirements, have contract terms in their favor, and move to the cloud on time and on budget. Visit [cloudlinx.com](https://cloudlinx.com) to learn more about avoiding cloud migration mistakes.*

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

*A: Please reach out to a Cloudlinx CX Expert if you have further questions about the Genesys PureConnect End of Life. For any additional questions, you can email [collaboration@cloudlinx.com](mailto:collaboration@cloudlinx.com)*