

GENERAL

Q. What is Genesys announcing?

A. We are announcing the end of life (EOL) for all PureConnect products, including PureConnect On-Premises, PureConnect Subscription and PureConnect Cloud. Genesys Account Executives and Genesys Partners will begin releasing the announcement to our end users starting May 16th

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. You are also eligible to move to Genesys Cloud CX or Genesys Multicloud CX.

While you find the right path to the cloud, you can continue to use PureConnect in the knowledge that:

- You will be fully supported; we will continue to partner with Infosys to support the PureConnect platform and our partners.
- 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 below reflects our 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 you support me?

A. We will continue to partner with Infosys to support the PureConnect platform and you, our customer, and your technology partner (if you have one), through 2025.

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

A. We will continue minimal releases and upgrades on the platform through December 31, 2023. Starting January 1, 2024, we 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 with Genesys?

A: Yes, hundreds of customers have moved to our cloud platforms. Here you can find examples of customers like you who are reaping the benefits of their move 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: You should work with their assigned Genesys Account Executives (AEs). Your AE 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 if you have further questions about the Genesys PureConnect End of Life.