

EOL Announcement for Blue Pumpkin Integration v7.1

Publish Date: November 3, 2010

Date of Last Update: November 3, 2010

Overview:

As of November 3, 2010, Genesys announces the End of Life for the products listed below:

- Blue Pumpkin Integration 7.1 (there are no other versions of this product)

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

Click on these document names to download the [EOL Policy](#) and [EOL Life Cycle Table](#).

If you have obtained this document from Xchange and do not have access to the Genesys Technical Support website please click [here](#) to access the related documents on Xchange.

Products:

Products affected by this EOL announcement:

- V7.1 Blue Pumpkin Integration

Major Version:

7.1

Supplemental Information:

Migration path for EOL products:

- Replace with GPlus Adapter for Verint (Blue Pumpkin), version 4.5. No license fee associated with this migration – if covered by current maintenance agreement. Any customer upgrading to GPlus Adapter for Verint (Blue Pumpkin) version 4.5 or above must install a fresh version with a new database. Depending on configuration, implementation services may be required. Aria Solutions can provide guidance and services upon request. Please contact Jamie Coutts at (604) 738-4082 or jcoutts@ariasolutions.com. It is highly recommend that this be assessed well in advance of planned migration.

EOL Lifecycle Dates:

End of Life Announcement Date: November 3, 2010

Last Order Date: May 3, 2011

End of Maintenance Date: May 3, 2012

End of Support Date: November 3, 2012

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 this date onwards it will no longer be possible to quote product(s) or maintenance 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 metric), or maintenance 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: This is also known as the Last Buy Date. It is the ultimate date on which any additional product units and add-ons of an EOL product can be ordered. From and after the LOD, there no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date: From this date no software 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.