

Genesys Decisions

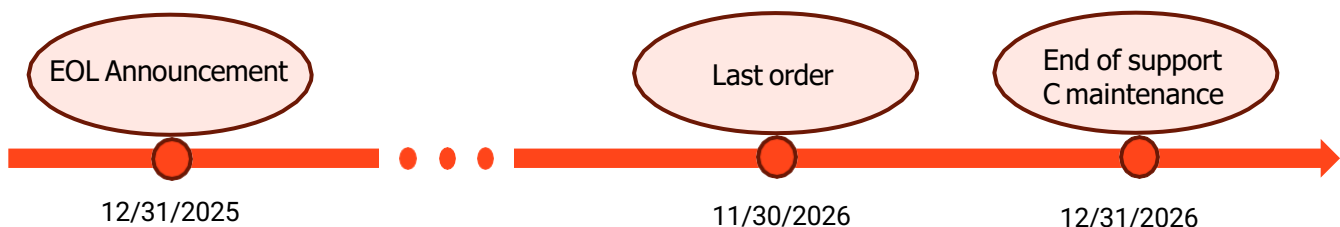
End of Life Announcement

Details and support during the transition

Genesys is announcing the end-of-life (EOL) for the Genesys Decisions product portfolio, effective December 31, 2026. Subscriptions, support, and applicable services will continue to be available through that date to ensure continuity for our customers. After the EOL date, Genesys will discontinue all support and maintenance for Decisions, and any Genesys-hosted components or cloud-connected services will be decommissioned as part of this process. Customers with perpetual licenses may continue using their software beyond the EOL date, although it will no longer be supported by Genesys.

Our focus remains on delivering the next generation of customer experience innovation. Genesys Cloud CX, our AI-powered experience and orchestration platform, provides a strong path forward for long-term value and resilience. We encourage you to contact your Genesys Account team and partners with any questions and to explore how Genesys Cloud CX capabilities such as workforce and capacity planning informed by Decisions, can support your transition.

Key dates:



Frequently Asked Questions and Answers

Q. What does this mean to me as a customer on Genesys Decisions?

A. Genesys Decisions is being fully decommissioned, and all subscriptions and services will end on December 31, 2026. Support will continue until that date according to your current agreements. Afterward, Genesys will no longer provide support, maintenance, patches, security updates, or defect fixes, and all Genesys-hosted and cloud-connected components will be decommissioned. Customers with perpetual licenses may continue using their software, but it will not be supported.

You are encouraged to explore migration options to Genesys Cloud CX, which offers advanced forecasting, capacity planning, workforce engagement, and broader experience orchestration capabilities.

Q. Does this EOL announcement affect the program dates for any previously announced product EOL announcements?

A. No. Previously announced EOL dates for other Genesys products and versions remain in effect. You can review previously announced EOL dates and product versions here: <https://all.docs.genesys.com/System/EOL>.

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

A. After December 31, 2026:

- Customers with perpetual licenses for Genesys Decisions may continue to use their licensed software; however, Genesys will no longer provide support, maintenance, patches, security updates, or defect fixes.
- Subscriptions and applicable services for Genesys Decisions will end. Subscription-based instances will stop operating when the subscription term ends, which will be no later than the EOL date.
- Any Genesys-hosted components and cloud-connected services associated with Genesys Decisions will be decommissioned as part of the EOL process.

Q. How are key Genesys Decisions capabilities supported in Genesys Cloud CX?

A. Many of the core planning and decisioning concepts that customers value in Genesys Decisions are available today in Genesys Cloud CX. Please reach out to your Genesys Account team or partners who to help you map your current Decisions use cases to equivalent or enhanced capabilities in Genesys Cloud CX.