

NICE Legacy Recording Components Sunset Announcement

In guidance with NICE's Sunset Policy outlined in MN1297, NICE is announcing today, February 1st, 2020, the beginning of the sunset process for its legacy recording components, namely Voice over IP Loggers (also known as "VoIP Loggers"), Screen Loggers and Storage Centers. NICE legacy recording components will no longer be available for sale after August 1st, 2020.

NICE legacy recording components were introduced as part of the previous Version 8.9 recording platform and carried over to the NICE Perform platform (version 3.x), and later to NICE Interaction Management (version 4.x) and NICE Engage (version 6.x). In February 2015, NICE launched its latest recorder, NICE Advanced Interaction Recorder (AIR), which consolidated the functionality of these legacy components into a "one box" solution.

AIR provides comprehensive multi-channel interaction recording to help organizations comply with regulations and gain business insights. It also serves as the foundation of the broad NICE portfolio of offline and real-time applications. It delivers unprecedented scalability and dramatic reduction in total cost of ownership (TCO) and powers NICE's broad portfolio of real-time applications, such as real time authentication, real time fraud prevention and real time analytics.

As part of NICE's commitment to customer and partner success, as well as continuous product leadership, NICE will assist customers with a smooth migration to AIR. NICE offers compelling upgrade plans and reduced system downtime.

In guidance with the updated standard NICE Sunset Policy (as referenced in MN 1297), legacy recording components follow these sunset milestones:

- August 1st, 2020 – End-of-sale date: The final date when legacy recording components will be available for sale.
- August 1st, 2021 – End-of-expansion sale date: The final date when legacy recording components can be expanded within the same product version at an existing installation.
- August 1st, 2021 – End-of-mainstream software support date: The final date when NICE will cease to provide code fixes, software updates and changes to legacy recording components.
- January 14th, 2022 – End-of-extended software support date: The final date when NICE will cease to provide critical code fixes and changes for legacy recording components. Requests for third-party software certifications including Microsoft security patches, security advisory patches, daylight savings updates and service packs, as well as Internet Explorer update certifications may require an upgrade to a newer minor/major release.
- January 31st, 2025 – End-of-support date: The final date when NICE will cease to support legacy recording components including technical support, on-site support, help desk support, training and spare parts.

For any additional information, contact your NICE Sales Representative.

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