



**Enghouse**  
Interactive

# **Enghouse Interactive Quality Management Suite**

## **Release and Obsolescence Policy**

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This document defines the Enghouse Interactive policy in relation to the Quality Management Suite product lifecycle.

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## Document History

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## Copyright Statement

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## Purpose of the Policy

This published **Release and Obsolescence Policy** serves several purposes:

- It demonstrates to the marketplace that Enhouse Interactive continues to deliver high-value products, features, and capabilities on an aggressive schedule. When coupled with a roadmap, it exhibits positive progress and strategy.
- It enables customers and partners to accurately predict release schedules, assisting in the planning of upgrades and training.
- It provides expectations for planned release and feature obsolescence, so that release upgrades may be scheduled avoiding end-of-support issues.
- It enables cross-functional planning and delivery for every release, so that development, testing, documentation, marketing collateral, services and support readiness, partner readiness and sales readiness can all be aligned for product launch and go-to-market activities.

## Release Planning

Planning for Enhouse Quality Management Suite releases takes place long before actual development begins. Product Management and Executive Management teams work together to analyze market needs and business drivers, then utilize this data to create and maintain a multi-year Product Roadmap. We consider several different factors when planning requirements for product releases. These include the following:

- Overall Business Goals and Key Strategic Themes
- Customer Enhancement Requests (particularly in areas of product focus, prioritized by frequency and assessed value of requests)
- Partner Enhancement Requests (to facilitate sales and service)
- Product Issues (externally and internally reported)
- Competitive and Complementary Product Analysis
- Market and Technology Trends (overall market direction)
- Support and Services Improvement Areas
- Architectural Improvement Areas
- Innovation Target Areas

These areas are considered and evaluated to construct an overall multi-year product strategy and roadmap, which is then subdivided into plans and requirements for each product release.

## Release Types

Enhouse Interactive delivers to the market two (2) different types of product feature releases: major releases and minor releases. These feature releases also contain the resolution of issues/bugs

that have been identified and fixed during the release cycle. Additionally, when appropriate, Service Packs are delivered, which contain a set of bug fixes tied to a specific feature release.

This section describes how releases are planned and named (i.e., numbered), and explains key differences in the content, rollout, and timing for each type of release.

## Release Numbering

Prior to the general release (GR) of a product, a release number is assigned. Enghouse Quality Management Suite release nomenclature uses a numbering scheme for its products that is standard throughout the software industry. A conventional “AA.BB” schema is utilized, where “AA” indicates the major release number, and “BB” signifies the specific minor release number.

As an example, Version 6.2 would be interpreted as Major Release 6 of the product, Version 2 of this release – or you could say Minor Release 2 in the Version 6 Release Family.

Within the code files that make up the release software, additional coding is used to more specifically identify how the software is built and packaged. These numbers fall after the major and minor release numbers, in the third position (patch number) and fourth position (build number). So full internal product numbering may appear, for example, as “6.2.5.240”. A unique combination of these four numbers will represent the final Generally Released Version of that product release, in this case, the GR version of 6.2. This is so that Enghouse Interactive partners and customer IT staff will be able to uniquely identify the specific version ready for deployment.

In the event of a service pack, the major and minor release numbers will remain the same, and the patch number and build number will represent unique numbers within the files associated with the service pack. So, for example, “8.1.6.310” may represent the release numbering for a generally available service pack for Release 8.1.

In marketing and product literature, the release is referenced by its major and minor numbers, with or without a service pack. In the above example, “Version 8.1” or “Enghouse QMS 8.1” would serve as common ways to reference the release. “Enghouse QMS 8.1 Service Pack 1” or “Enghouse QMS 8.1 SP1” would serve as common ways of referring to the release’s service pack.

All the releases associated with a specific major release (major, minor, and service packs) are referred to as a Release Family.

To effectively manage the production and distribution of products (both internally and externally), each product release has associated with it a status designation on a path to general availability. There are four designators currently in use: “Alpha” which is used for internal testing; “Beta” representing a production-stable release for both internal and selected customer site and partner testing; “RC” representing a Release Candidate for validation of final release readiness; and “GR” which indicates that the product version has satisfactorily passed all gates, and been approved for General Release.

## Major Release

Major product releases typically include notable architectural changes, new products, or modules, and/or significant additional features and functionality to address specific market needs, leverage advances in technology, and maintain a competitive advantage. Major releases are intended to substantially move the product forward.

Excluding exceptions to accommodate significant changes in market conditions, Enhouse Interactive will generally target a new major release approximately once every twelve (12) to eighteen (18) months.

## Minor Releases

Minor product releases typically involve enhancements to the product to address customer and partner needs and to provide additional functionality for Enhouse Interactive modules and products. Often these product changes are targeted to enhance modular components and interfaces; thus, they generally do not require core architectural changes to the product's underlying structure.

As with major releases, minor releases may also include certified support for new third-party interfaces and platforms. Enhouse Interactive generally targets a minor release approximately six (6) to nine (9) months after a previous major release. Each major release may have one or two subsequent minor releases.

## Service Packs

Between product feature releases, Enhouse Interactive may release a Service Pack. The purpose of a Service Pack is to make available a packaged set of bug fixes and/or to support a new version of an existing third-party interface. Typically, Service Packs are made available only on the most current, active release to make it easier for customers and partners to have access to easily deployable software to maximize quality.

After a Service Pack is made available for the active release, all future hotfixes for this release are additive to this Service Pack (requiring the Service Pack to be installed before the hotfixes are deployed).

## Getting a product to General Release (GR)

The key to success for every product release is the extensive testing effort that maximizes the quality of Enhouse Interactive products brought to market. This testing effort consists of three phases:

- **Quality Assurance Testing:** Performed by the Enhouse Interactive QA Team, utilizing formal test plans and detailed test cases. This phase includes regression testing, functional testing, and performance/load testing of the product.

- **Alpha Testing:** Consists of actual use of the product release by Enghouse Interactive’s corporate sites rolled out in a controlled manner, involving multiple Enghouse Interactive locations across the globe. Formal feedback from this phase is used to improve the quality of the release.
- **Beta Testing:** Consists of customer use of the product in both test and live-production environments by a small number of carefully selected customers. These “beta customers” are chosen based on their willingness to adequately exercise (per a written Beta Test Plan) the new functionality and enhancements made to the product, as well as the new interfaces and platforms supported by the product. Beta customers also provide feedback on the product’s general usage and performance. A cross-functional team supports each beta customer, with a dedicated Beta Account Manager assigned to each customer to help facilitate immediate feedback and response.

Towards the conclusion of the beta testing period, a Release Candidate (RC) version of the product is built and distributed to our beta customers. After a successful 72-hour “soak test” in their live production environments with no reported critical (service-impacting) issues, the product moves to General Release (GR). When an Enghouse Interactive product release is moved to GR, release announcements are prepared and distributed by Enghouse Interactive’s marketing team. Each announcement is tailored for its intended audience: internal employees, direct customers, partners, partners’ customers, etc. Each announcement includes an overview of product features and enhancements.

Product release features and enhancements are outlined in greater detail in the product’s “What’s New” literature and in the “Release Notes.” Other updates to product materials (e.g., modifications to the Enghouse Interactive Price Book and Bill of Materials, as applicable) are made available to partners in conjunction with the GR announcement. Marketing collateral specific to the release is made available at the time of GR.

Product releases generally include updates to Enghouse Interactive documentation (user-level and technical) and training materials. Video content is released to educate partners and customers on the changes in the new release. In addition, Enghouse Interactive hosts knowledge-transfer sessions during the Beta period and after the General Release to familiarize internal and external stakeholders with product changes and enhancements.

## Product Obsolescence

To ensure the highest level of expertise and focus in supporting customers and partners, Enghouse Interactive must announce staged cessation of support for older product releases, discontinued features, and obsolete third-party hardware or software interfaces. This section describes the policy and process used to manage obsolescence.

## Release Support Stages

This section describes the policy by which Enghouse Interactive releases move through stages of availability and supportability over time. There are four main stages of release support:

- **Active Release:** This is the state of the most current Enghouse Interactive product release, available for sale, deployment, and full support.
- **Full Support:** This stage represents the maximum level of available Enghouse Interactive support for a product release, including full access to all release materials, requested assistance from the Enghouse Interactive or partner support team for questions or issue resolution, and possible availability of hotfixes (patches) provided by the Enghouse Interactive Development Team to resolve critical issues on a customer's site (based on negotiation of severity and criticality of the fix). The current *Active Release* is automatically in the *Full Support* stage; other older releases remain in this stage based on the policy defined below.
- **Extended Support:** This stage includes continued access to all release materials, as well as requested assistance from the Enghouse Interactive or partner support team for questions or issue resolution. New (not already existing) *hotfixes* are not available for releases in this stage of support; customers in need of a critical fix are required to upgrade to a release in the *Full Support* stage.
- **Self-Help Online/Negotiated Support:** This stage represents the final state of support availability for a product release. Unless a negotiated arrangement for continued support is arranged with a specific customer, the release is no longer supported by Enghouse Interactive or the partner support team. Certain release materials are still available online, allowing customers to use documentation for self-support. In the event a support agreement is separately negotiated with a specific customer, this customer may receive a continuation of *Extended Support* for the period of the negotiation. For all other customers, the release is *Self-Help Online*.

The following sections outline the rules whereby releases move from one support stage to another.

### Release End-of-Sale

Enghouse Interactive will announce an end of sale for the prior release at the time a new release is classified as GR. Already-planned or in-progress product installations may continue to deploy the prior release, at the discretion of Enghouse Interactive's customer, partner, and services staff. When a prior release is announced as *End-of-Sale*, this release continues in the *Full Support* stage.

### Full Support

Enghouse Interactive commits to maintain two major release families, the current major release and the prior major release, and all associated minor releases (all dot-releases associated with these two

major releases), in a stage of *Full Support*. So, for example, if the current Active Enghouse Interactive release is V8.1, Enghouse Interactive maintains *Full Support* for V8.1, V8.0, and all V7.X releases. Enghouse Interactive recognizes that release upgrades can be a complex and time-consuming process, therefore a six-month (6 month) *Full Support* grace period follows the release of a new major release. This period allows support and installation teams to upgrade customers on older releases who desire to remain on *Full Support*. So, for example, when V7.0 is generally released, the V5.X releases remain in *Full Support* for six months; at that point, these V5.X releases transition into *Extended Support*.

## **Extended Support**

Once the *Full Support* grace period is over, the major release in this grace period and all associated minor releases transition to the *Extended Support* stage.

Releases remain in *Extended Support* for at least one major release cycle, plus the associated grace period. Thus, Enghouse Interactive commits that any major release and associated minor releases in this stage will not drop to the next stage at minimum until there is another major-minor set of releases that are dropping from *Full Support* to *Extended Support*.

Thus, for example, when V6.X releases transition from *Full Support* to *Extended Support* (six months after V8.0 general release), the V5.X releases are eligible to drop from *Extended Support* to the *Self-Help Online/Negotiated Support* stage.

Enghouse Interactive reserves the right to keep more than one major-minor set of releases in *Extended Support* and may exercise this right based on market conditions and on the number of Enghouse Interactive customers who remain on older releases.

Enghouse Interactive commits to provide at least six months' notice of a given set of releases dropping from *Extended Support* to *Self-Help Online/Negotiated Support* to provide customers sufficient time to upgrade to a supported release.

## **Self-Help Online/Negotiated Support**

Once the notice period expires for releases in the *Extended Support* stage, these releases drop into the *Self-Help Online/Negotiated Support* stage. At this point, these releases are no longer supported by Enghouse Interactive Support staff for any customer, unless a specific customer has negotiated a continuation of *Extended Support*.

Enghouse Interactive reserves the right to designate whether a specific release is eligible for *Negotiated Support* (based on the availability of staff and expertise to support it) and on the terms of the negotiation for a specific customer (based on that customer's environment and needs).



## Feature and Third-Party Interface Obsolescence

As Enghouse Interactive makes new product releases generally available, these releases may include new modules, new features, and supported interfaces to new third-party hardware and software component versions (PBXs and associated software/firmware, Email servers, operating systems, databases, virtual server environments, web technologies, and so on). Enghouse Interactive endeavors to keep up with required and supported interfaces for new third-party versions as quickly as possible when they are made available by the third-party vendor and can be reliably tested as part of a standard Enghouse Interactive release cycle.

Over time, if a new module or feature becomes irrelevant or outdated, or if a third-party interface is replaced in general market usage by subsequent newer versions, newer Enghouse Interactive releases may no longer support this feature or interface. Thus, features and third-party interfaces are associated with the releases in which they are supported. The following sections outline the policy by which features and third-party interfaces are supported.

### Module or Interface End-of-Sale

The availability for sale of a module or third-party interface for a particular Enghouse Interactive release depends on whether that release is supported (minimally in Extended Support) and whether the specific module or interface is still available as part of Enghouse Interactive's and its partner's price book (identifying available addons) for that specific release.

Often the end-of-sale of a module or interface is specifically associated with an Enghouse Interactive product release. In this case, the module or interface may still be sold (as an add-on) with prior, supported releases, but is no longer available in a more current release. In this case, Enghouse Interactive shall announce the end-of-sale of the module or interface in advance of the release for which it is no longer available, Enghouse Interactive and its partners reserve the right to entirely stop selling a specific module or interface, even if it was previously supported in a still-supported Enghouse Interactive product release. In the event a given module or interface is made unavailable, Enghouse Interactive shall announce the end-of-sale of that module or interface, typically several months in advance of its no longer being available.

### Module, Feature or Interface support and obsolescence

Enghouse Interactive's standard policy for feature, module, and third-party interface support is to follow the support levels of the product releases with which they are associated. Thus, if a feature, module, or third-party interface was made available in an Enghouse Interactive release, its level of support (Full, Extended, or Self-Help Online/Negotiated) is identical to the release in which it is provided.

Wherever possible, the obsolescence of a third-party interface is based on the support cycle (and Corresponding end-of-life) of the associated interface version provided by the third-party manufacturer.

In the event a feature, module, or third-party interface is no longer supported in a new Enghouse Interactive product release, this information will be provided to customers and partners as part of standard release announcements. If a major feature, module, or interface is planned to be removed from the product, Enghouse Interactive makes best efforts to pre-announce its obsolescence one release before the release in which it is no longer supported.

Correspondingly, when the oldest release in which the feature, module, or interface was supported transitions to a Self-Help Online stage, the feature, module, or interface is also at this Self-Help Online stage.

## Glossary

This section provides a definition of the primary terms used in this document.

<b>Release</b>	<b>Prior Release</b>	The last release before the latest release. (For example, 6.1 is the prior release to 6.2.)
	<b>Release Cycle</b>	The time between releases, e.g., between versions 6.0 and 6.1, or between versions 6.2 and 7.0.
	<b>Release Family</b>	All the feature releases (major, minor) and service packs are associated with a major release. (For example, 8.0, 8.1, and all 8. X service packs are part of the Version 8 release family.)
<b>Sale</b>	<b>For Sale</b>	All new product deployments must be on the Active Release, unless in progress and previously planned.
	<b>End of Sale</b>	All versions other than the Active Release are END of SALE.
<b>Support</b>	<i>The varying levels of support that Enghouse will provide to an Enghouse QMS customer:</i>	
	<b>Full Support</b>	Help desk assistance for all needs & hot-fix resolution (as negotiated, and as necessary) for high-severity issues.
	<b>Extended support</b>	Help desk assistance for all needs; hot fixes are NOT available.
	<b>Self-Help Online</b>	Help desk assistance is NOT available. Customers may access release information online for self-help.
	<b>Negotiated Support</b>	Help desk assistance is available for paying customers; each customer is on a separately negotiated support agreement that continues Extended Support for a specific timeframe
<b>Release Types</b>	<b>Active Release</b>	The latest release (last product released), major or minor.
	<b>Major release</b>	A significant product feature release, resulting in a new release version number before the dot, typically includes notable architectural changes, new products, or modules, and/or significant additional features and functionality.
	<b>Minor release</b>	A product feature release, resulting in a new release version number after the dot, typically includes enhancements to the product to address customer and partner needs and to provide additional functionality for Enghouse Interactive modules and products.
	<b>Service Pack</b>	A set of bug fixes for an existing feature release and/or support for new versions of third-party interfaces, packaged and made available typically only on the most current, Active Release.