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# Journey history data retention period change

3/30/2023

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Genesys is reducing the data retention period for journey history in Genesys Predictive Engagement from 365 days to 60 days.

| <b>Announcement date</b> | <b>Effective date</b> |
|--------------------------|-----------------------|
| February 17, 2021        | May 26, 2021          |

### What does this mean?

Starting on May 26, 2021, web sessions, detailed event history, outcome score predictions, and segment assignments are no longer accessible from Genesys APIs 60 days after a web session occurs.

### Am I affected?

If you are a Genesys Predictive Engagement customer using the agent's journey visualization feature, this change affects you.

- Direct API access will return "404 Not found" error codes for requests greater than 60 days.
- In the agent desktop, session cards will not show for web sessions older than 60 days.

### How can I prepare for this change?

You may need to update agent training content to reflect the the reduction of journey history from 365 days to 60 days.

### What if I need help or have questions?

Please reach out to your local Genesys representative.

Contact My Support.