Deprecation: Website visitor count API change

8/25/2025

Announcement date	Deprecation date
April 13, 2022	August 17, 2022

On 13 April, 2022, Genesys announced that it will replace the API used to retrieve the webpage visits effective *15 June, 2022*.

> **Important**
>
> The deprecation date is now postponed to 17 August, 2022.

Due to the change, the *visitCount* variable that was available in the response earlier is replaced by the *sessionCount* variable.

Current API	ac(*api.customer.get,*)
New API	ac(*api.customer.getData,*)

Am I affected?

If you deployed the API to track visits in your webpage, then you are affected.

Genesys will continue to resolve any major breakage until the end-of-life date.

How can I prepare for this deprecation?

Between the announcement date and the API change effective date, Genesys recommends that anyone working with this API updates the command on the website tracking snippet.

What if I need help or have questions?

Contact My Support.