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## Deprecation: Website visitor count API change

6/3/2026

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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.

<b>Current API</b>	<code>ac(api.customer.get, )</code>
<b>New API</b>	<code>ac(api.customer.getData, )</code>

## 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.