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Deprecation: Deprecation of OS Family attribute

5/6/2026

| Announcement date | Deprecation date |
|--------------------------|-------------------------|
| December 21, 2022 | January 18, 2023 |

On January 18, 2023, Genesys will remove the OS Family attribute that is configured with a value Mac OS X.

As a result, the OS Family attribute that currently returns Mac OS X will return Mac OS.

Am I affected?

All Genesys Predictive Engagement organizations that currently have segments and outcomes that use the OS Family attribute configured with value Mac OS X are affected.

How can I prepare for this deprecation?

Update the value for the OS Family attribute to Mac OS.

What if I need help or have questions?

Contact My Support.