Deprecation: Deprecation: Existing permission to view Live Now replaced by a new permission

12/28/2025

Announcement date	Deprecation date
May 24, 2023	June 21, 2023

On June 21, 2020, Genesys will replace the current **Journey > Segment > Edit** permission that is required to view Live Now with a new permission, **Journey > Recent Sessions > View**.

Am I affected?

All organizations that use Genesys Predictive Engagement are affected. The change of permission impacts access to Live Now only.

The segment editing operation that requires the **Journey > Segment > Edit** permission is not impacted. The operation will continue to use the same permission.

How can I prepare for this deprecation?

Grant the **Journey > Recent Sessions > View** permission to the administrators and supervisors who need access to Live Now.

What if I need help or have questions?

Contact My Support.