Deprecation: Deprecation: Genesys Predictive Engagement on Genesys Engage hybrid solutions

12/4/2025

Announcement date	Deprecation date
March 15, 2023	June 30, 2025

On March 15, 2023, Genesys will discontinue the sale and renewal of new licenses for Genesys Predictive Engagement on Genesys Engage on-premises, Genesys Engage Cloud, and Genesys Engage Multicloud (hybrid solutions). As a result, Genesys will migrate all existing organizations that are on hybrid solutions to Genesys Predictive Engagement on Genesys Cloud CX.

Am I affected?

All organizations that are on the hybrid solutions are affected. Following the announcement, Genesys will not release any new features on the hybrid solutions. Important dates follow:

Milestone	Date
Last Order Date	March 15, 2023
End of Maintenance	June 30, 2025
End of Support	June 30, 2025

How can I prepare for this deprecation?

Genesys will migrate the organizations that are on the hybrid solutions to Genesys Predictive Engagement on Genesys Cloud CX. Genesys will continue to support the hybrid solutions until June 30, 2025.

What if I need help or have questions?

Contact My Support.