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Deprecation: Deprecation: Journey customer service deprecation

12/20/2025

| Announcement date | Deprecation date |
|-------------------|------------------|
| May 10, 2023 | June 07, 2023 |

On June 7, 2023, Genesys will remove the Customer Service APIs. Genesys replaced these APIs for both Live Now and Journey gadgets. This deprecation does not affect customers unless they are using the Customer Service API endpoints.

Am I affected?

This deprecation does not affect customers unless they try to replicate the replaced API endpoints; for example, create their own Live Now or Journey gadgets.

How can I prepare for this deprecation?

You do not need to prepare for this deprecation.

What if I need help or have questions?

Contact My Support.