Deprecation: Deprecation: Journey customer service deprecation

7/19/2025

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.