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Deprecation: Deprecation: former
customer journey tab

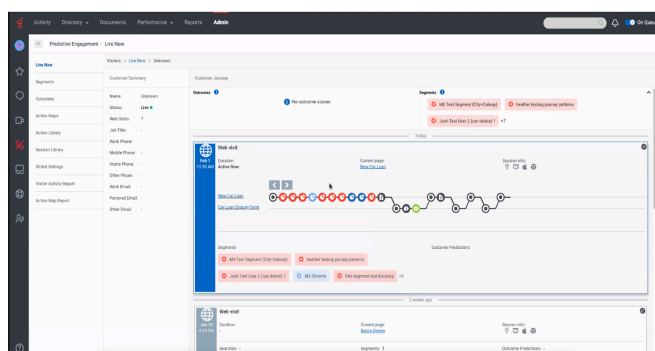
9/9/2025

Announcement date	Deprecation date
February 22, 2023	April 26, 2023

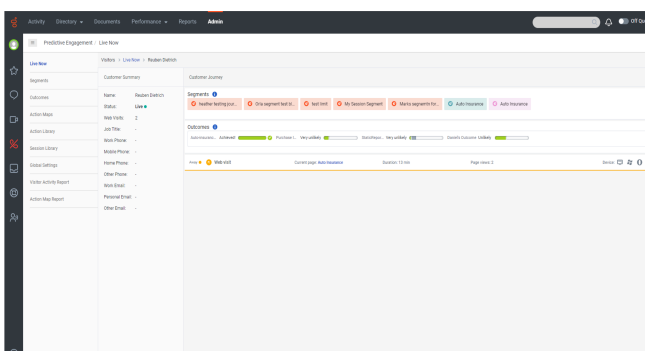
On April 26, 2023, Genesys will replace the former customer journey tab with an enhanced version that is available with the addition of a new permission. Organizations that already added the permission are not impacted.

As a result, the former customer journey tab will no longer be available from the Live Now, Agent CX agent workspace, Interactions view, and Genesys Cloud for Salesforce embedded client interfaces.

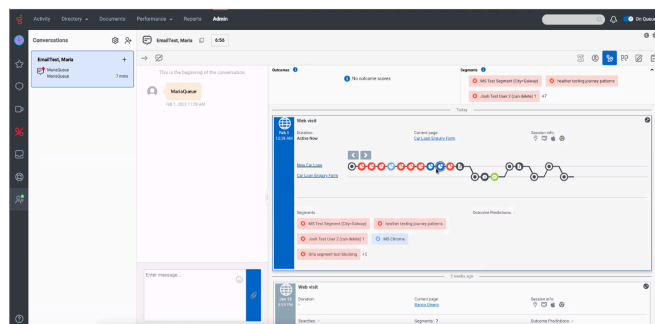
Former customer journey tab in Live Now



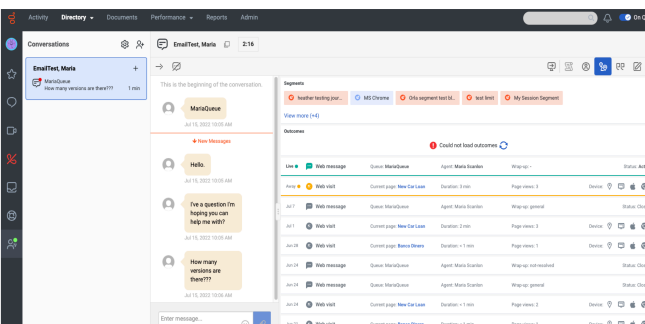
Enhanced customer journey tab in Live Now



Former customer journey tab in Agent CX agent workspace



Enhanced customer journey tab in Agent CX agent workspace



Am I affected?

All Genesys Predictive Engagement organizations that currently use only the former customer journey tab are affected. Organizations that already added the External Contacts > Session > View permission to the needed roles are not affected.

After the removal date, the former customer journey tab will no longer be available from the following interfaces:

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- Live Now
 - Agent CX agent workspace
 - Interactions view
 - Salesforce embedded view

How can I prepare for this deprecation?

To prepare for the upcoming removal, add the External Contacts > Session > View permission to the roles that need access to the customer journey information.

What if I need help or have questions?

Contact My Support.