Deprecation: Deprecation: identify journey SDK method

9/17/2025

Announcement date	Deprecation date
January 18, 2023	January 31, 2023

On January 31, 2023, Genesys will remove the functionality of the identify method that is used to add a customer record.

As a result, any calls made using the identify method will return no response.

Am I affected?

All Genesys Predictive Engagement organizations that currently use the identify method to add information to a customer record are affected. After the removal date, the _actmi and _actmh cookies will no longer be created or updated. The existing cookies will retain the information that they had before the removal date.

However, since only the functionality is removed, all calls made using the method will not result in any errors. Instead, the calls will return a deprecation message.

How can I prepare for this deprecation?

To prepare for the upcoming removal, remove any references to the identify Journey SDK method.

What if I need help or have questions?

Contact My Support.