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Deprecation: Deprecation: select filters on journey event metrics

12/19/2025

Announcement date	Deprecation date
January 25, 2023	March 01, 2023

On March 1, 2023, Genesys will remove the journeyCustomerId and journeyCustomerIdType dimensions from the Journey Aggregate Query API.

As a result, select filters that can be applied on the event metrics will no longer be available.

Am I affected?

All Genesys Predictive Engagement organizations that currently use the Journey Aggregate Query API to query aggregate event metrics and subsequently filter and group the results based on customer ID and customer ID type are affected. After the removal date, the following events cannot be filtered by these dimensions:

- SegmentAssignedEvent
- WebActionEvent
- WebEvent
- OutcomeAchievedEvent
- OutcomeAttributionEvent

How can I prepare for this deprecation?

To prepare for the upcoming removal, remove the journeyCustomerId and journeyCustomerIdType dimensions from the groupBy query.

What if I need help or have questions?

Contact My Support.