Deprecation: Journey Reporting Service

2/4/2026

Announcement date	Deprecation date
June 30, 2021	August 11, 2021

Starting on August 11, 2021, users can no longer access the Journey Reporting Service endpoints. Users of these endpoints must migrate to the Analytics API endpoint:

- POST /journey/reports/aggregates/query => POST /analytics/journeys/aggregates/query
- POST /journey/reports/aggregates/frequent => POST /analytics/journeys/aggregates/query

Am I affected?

If you are a Genesys Predictive Engagement customer and you are not using the Analytics API endpoint currently, this change affects you.

How can I prepare for this deprecation?

> ### Important
> If you are using the Analytics API endpoint already, ensure that the /journey/reports/aggregates/query and /journey/reports/aggregates/frequent endpoints are not in use.

The following changes are behind a feature toggle on the Predictive Engagement frontend to allow for testing and safe deployment:

- There is no zero-padding; you need to implement it.
- The JSON query and response structure is different when querying for frequent values. It is now the same as querying for a regular count, and the frequent values need parsed out from the "*group*" in the returned JSON response. For example, "*group*" *: { "journeyDeviceType": "Apple" }.*

Migrate from *POST /journey/reports/aggregates/query* to *POST /analytics/journeys/aggregates/query*

The *POST /journey/reports/aggregates/query* endpoint queried the Analytics API and zero-padded any missing data that was returned. When migrating to the Analytics API endpoint, you need to implement this zero padding functionality.

Migrate from *POST /journey/reports/aggregates/frequent* to *POST /analytics/ journeys/aggregates/query*

The *POST /journey/reports/aggregates/frequent* endpoint queried for a cached list of frequent values and used this list as dimensions for which to query Analytics API. With the *POST /analytics/journeys/ aggregates/query* endpoint, you can query Analytics API directly with a groupBy of the same value used to query the frequent value endpoint. This query returns a sorted list of each dimension and its count.

Permissions

The *POST /analytics/journeys/aggregates/query* endpoint requires the **analytics:journeyAggregate:view** permission. The **predictiveEngagement** product has this permission already. For users who have the **journey-report-view** permission but not the **predictiveEngagement** product, add the **analytics:journeyAggregate:view** permission to their user account.

What if I need help or have questions?

Please reach out to your local Genesys representative.

Contact My Support.