Deprecation: Webhooks

8/4/2025

Announcement date	Deprecation date
February 17, 2021	May 19, 2021

On May 19, 2021, Genesys removed the "webhooks" action type. Genesys Architect is more powerful than webhooks and easier to configure. The "Architect flows" action can trigger all use cases possible through webhooks and centralize webhook processing to the one action type.

What does this mean?

Any current webhook APIs from Genesys Predictive Engagement no longer work.

Am I affected?

If your organization created action maps that use the "webhooks" action to send a webhook from Genesys Predictive Engagement to a third-party system, this deprecation affects you.

How can I prepare for this deprecation?

To migrate from webhook actions to Architect flow actions:

1. Ensure that you have the appropriate **Architect flow** permissions in Genesys Cloud CX, including **Architect** > **UI** > **View** for accessing Architect.

2. In Genesys Cloud CX Architect, create and publish your workflows.

3. In Genesys Predictive Engagement, edit your existing action maps that use the webhooks action and change the action type to Architect flows. Then, override the default variables with visitor-specific data.

What if I need help or have questions?

Please reach out to your local Genesys representative.

Contact My Support.