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## Deprecation: Cloud Data Download Service

8/7/2025

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Announcement date	Deprecation date	Release notes
March 31, 2023	March 31, 2024	Cloud Data Download Service (CDDS)

## What's changing?

As of March 31, 2023, Genesys announces the service retirement for **Cloud Data Download Service (CDDS)** on the **Genesys Engage Cloud** platform.

**Cloud Data Download Service (CDDS)** and **User Data Management (UDM)** are services provided by Genesys that allow customers to securely export and download data stored in Universal Contact Server (UCS) in Genesys Engage Cloud. UCS data includes contact information and interaction data that flows through the Genesys Engage Cloud platform.

CDDS has now become technically obsolete and does not provide all the features required by customers. Genesys will stop supporting CDDS effective March 31, 2024. This means that the cloud service will no longer be available, and Genesys will be unable to provide software patches, security updates, or other fixes for CDDS after the End of Service date.

## Am I affected?

If you are using Cloud Data Download Service (CDDS) with Genesys Engage Cloud, then you are affected as described above.

## How can I prepare for this deprecation?

To maintain similar functionality, Genesys recommends that customers upgrade to our User Data Management (UDM) product. With UDM also comes additional functionality such as GDPR management, new data filter options, and enhanced scheduling management.

The UDM API is very similar to the CDDS API to ensure backward compatibility with the tools developed for the CDDS API. The calls to the UDM API methods only require a change in the root path. We will add a tile for UDM on your Genesys Portal page, and you can update API calls as needed. Genesys can also assist you in migrating from CDDS to UDM. Please reach out to Customer Care if you need assistance.

CDDS and UDM are both free to use for any Engage Cloud customer, so no entitlement or sellable item change is required.

Note: CDDS is only available for Engage Cloud on AWS; whereas UDM is available for both Engage Cloud on AWS and Engage Cloud on Azure.

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## Related Documents

Click on the below links to view the following document:

- [Cloud Data Download Service \(CDDS\) Documentation](#)
- [User Data Management \(UDM\) Documentation](#)
- [Genesys EOL Life Cycle Table](#)

## What if I need help or have questions?

Genesys recommends customers migrate to UDM, which can be used in both AWS and Azure platforms. Customers should contact Genesys Customer Care when ready to migrate from CDDS to UDM.

If you need help or have questions about this deprecation, reach out to your Customer Success Manager (Genesys Advisor) or contact Genesys Customer Care (My Support).

Contact My Support.