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Deprecation: Genesys Co-browse

2/3/2026

Announcement date	Deprecation date	Release notes
January 19, 2022	January 31, 2024	Co-browse

What's changing?

As of January 19, 2022, Genesys announces the End of Life for Genesys Co-browse. After January 19, 2022, customers on active maintenance contracts who currently use Genesys Co-browse may continue to use it until January 31, 2024. Genesys Co-browse will not be available in AWS cloud. Customer Care will provide limited support for Genesys Co-browse but will no longer be able to provide any software patches, security updates, or product fixes after the End of Maintenance date (July 19, 2023). To maintain Co-browse functionality, Genesys advises the customers to move to the replacement options listed in this document.

Am I affected?

This deprecation affects you if you use Genesys Co-browse.

How can I prepare for this deprecation?

Genesys recommends customers using Genesys Co-browse to upgrade to **Glance** or **Cobrowse.io** partner offers before Genesys ends support on January 31, 2024.

Both **Glance** and **Cobrowse.io** offer a rich feature set, wider than the legacy Genesys Co-browse on several aspects. For example, both support co-browsing on mobile applications as well as screen sharing, PDF sharing, and on-screen annotations functions. Please refer to the related documentation for further description. These offers are available via two different channels:

Via the Genesys AppFoundry:

- Glance: A cloud-based solution, available for cloud and on-premises deployments
- Cobrowse.io: Available for cloud, private cloud, and on-premises deployments

Via Genesys Professional Services:

- Cobrowse.IO PS Expert Application: The Cobrowse.io technology offered and sold by Genesys Professional Services. Write to PS_ExpertApps_Sales@genesys.com for more details.

What if I need help or have questions?

Contact My Support.