# Deprecation: Genesys Co-browse

8/30/2025

| 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.