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Deprecation: AI Forecasting

9/16/2025

Announcement date	Deprecation date	Release notes
October 8, 2021	April 8, 2022	Workforce Management Release Notes

What's changing?

As of April 8, 2022, the AI-powered Forecasting feature is deprecated in Genesys Multicloud CX and Genesys Engage on-premises deployments.

The market demand for this feature did not meet expectations, and support for this feature did not fit into future product architecture and design.

Am I affected?

If you use AI-powered Forecasting, this feature is no longer available in the latest WFM Web Forecasting UI after the deprecation date.

Some WFM options used to enable this functionality are now disabled.

How can I prepare for this deprecation?

Switch to using the native forecasting methods (EAE, UME, template-based, copy historical data, or use value).

What if I need help or have questions?

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.