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Feature Deprecations



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User Data Management Administrator's Guide

Working with

This article lists the features and functionality that Genesys has removed from Genesys Multicloud CX or will deprecate in a future update. Development and support for each item discontinues on the designated removal date.

Click in the table below to learn more about each feature deprecation. Below the table, review the list of frequently asked questions.

Feature or service	Associated product	Announcement date	Deprecation date
Agent (Classic) UI	Workforce Management	November 30, 2023	May 31, 2024
Cloud Data Download Service	Cloud Data Download Service	March 31, 2023	March 31, 2024
Genesys Co-browse	Co-Browse	January 19, 2022	January 31, 2024
AI Forecasting	Workforce Management	October 8, 2021	April 8, 2022
Cloud Contact Center Chat	Chat	July 1, 2021	December 31, 2021
Genesys Interactive Insights	Reporting	April 30, 2020	November 20, 2020

Genesys Multicloud CX Deprecations FAQs

What is Genesys deprecation policy for Genesys Multicloud CX offering?

For a complete Genesys End-of-Life Policy and process, including Genesys Multicloud CX deprecations, refer to Genesys Multicloud CX & PureConnect Lifecycle Policy.

Why does Genesys deprecate features and functionality?

Maintaining multiple versions of the same functionality impacts our ability to provide the most value to as many customers as possible.

What happens when Genesys announces a deprecation?

A feature deprecation signifies that Genesys will cease enhancements or improvements to what is being deprecated. Our intention is to let you know as early as possible that we are making a change, and to help you if you are impacted by that change.

How much notice will Genesys give for deprecations?

There will be a minimum of 6 months from the day of announcement before the feature or functionality is retired. There can be circumstances requiring the accelerated retirement of functionality:

- **Essential Changes:** These represent changes necessary to ensure the integrity of our services, and

therefore need to occur as quickly as possible. In these situations, customer communications will be issued with as much advance notice as possible.

- **Third-party Software:** Features and functionalities integrated with third-party software may need to be retired due to the third-party vendor making their piece of the integration unavailable. In these situations, the timing and pace of the retirement is determined by the third-party vendor, and customer communications will be issued with as much advance notice as possible.

Is there a way I can keep the old feature or functionality?

No. Once the deprecation date is reached, the feature will be removed.

What communication will Genesys give for deprecation?

Genesys Advisors and/or Account Managers will communicate deprecations. Deprecation notifications will be posted here on the Genesys Multicloud CX documentation site and will be communicated via in-product messaging when appropriate.

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You can access the **Jobs** page to set up, modify, and monitor your data export jobs.

The **Jobs** page displays a list of your data export jobs. From here, you can create new jobs or monitor and manage existing ones.

Tip

You can view full details for all active and completed jobs on the **History** page, which you can access from the **Export** menu.

The page provides details about each job, such as data source, job type, latest status, and date when each job last ran. If a job is still running, the **Latest Status** column features a status bar to indicate the progress of the active data export job. If you hover your mouse over the bar, it displays the estimated time remaining until the job completes.

Create a new job

To create a new job, click the **Add new job** button:



This opens the job settings editor, where you can specify the settings for the new job. Mandatory fields are marked with an asterisk (*).

The screenshot shows a configuration form for a job titled 'A Sample Job'. The form is organized into several sections:

- Title:** A text input field containing 'A Sample Job'.
- Description:** A text area containing 'This is a sample job'.
- Source:** A dropdown menu with 'IWD' selected.
- Type:** A dropdown menu with 'Event' selected.
- Run:** A dropdown menu with 'Hourly' selected.
- Run every:** A numeric input field with '1' and the unit 'hour(s)'.
- Start At:** A numeric input field with '0' and the unit 'minute(s) past the hour'.
- Date Range of Data:** A dropdown menu with 'Hour/s' selected.
- File Split Size:** A numeric input field with '1024' and a unit dropdown menu with 'MB' selected.

At the top left, there is a back arrow button. At the top right, there is a 'Save' button. The page header includes 'User Data Management' and navigation links for 'Jobs', 'GDPR', 'History', and 'Artifacts'. The user's name 'cddix_all_agent' is visible in the top right corner.

You must give the job a **Title**. You can also add a **Description**, but this is optional.

Select **Contact History** as the data **Source**. Then you can choose either **Interaction** or **Contact** as the data **Type**.

By default, **Entity Types** is enabled for **all**. If you turn the slider off, you must select at least one entity type (for example, **Work Item**). You can add multiple entity types.

Use the **Run** setting to specify how often to run the job. You can then choose to run the job immediately or schedule it to start at a specific date and time.

- **Once** - Select if this job is an one-time job that starts immediately after creation when **Start immediately** is selected or at a specific future date and time when **Configure start date and time** is selected.
- **Hourly** - Select if the job is to be run every hour. The valid hours can be between 1 and 23 and the minutes can be between 0 and 59.
- **Daily** - Select if the job is to be run every day at a specified time.
- **Weekly** - Select if the job is to be run once a week at the specified day and time.
- **Monthly** - Select if the job is to be run once a month at the specified day and time. **Note:** This job will be not be run in months with 30 days or less if you select **30** in the **Day of month** option.

The **Date Range of Data** setting lets you export all data or just the data for a specific time period. If you select **Fixed interval**, you can then specify the **Start** and **End** dates for the export.

By default, the data is exported as a single file. If you want to break the exported data into a set of smaller files, use the **File Split Size** setting to specify the size of each file.

When you are finished setting up the job, click **Save**.

Clone an existing job

The screenshot shows the 'User Data Management' interface with the 'Jobs' tab selected. A dropdown menu is open under the '+' button, showing 'Add new' and 'Clone selected'. Below the menu is a table of jobs:

	Resources	All Types	Title
<input type="checkbox"/>		Contact	<input type="checkbox"/> cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> test
<input type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> testcont_46
<input type="checkbox"/>	UCSX	Interaction	<input checked="" type="checkbox"/> testInt_45_at2




This option is useful if you want to create a new job based on the settings of an existing job.

Select the job you want to clone and choose **Clone selected** from the **Add new** button dropdown menu:

This opens the job settings editor. You can keep the existing job settings, or make any desired changes. For example, you might want to give the job a different **Title** or adjust the range of the **Export Start/End** dates.

When you are finished, click **Save**.

Suspend (and resume) a job

<input type="checkbox"/>	UCSX	Contact	 cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	 test
<input type="checkbox"/>	UCSX	Contact	 testcont_46

Use the slider to change the state of a job to **Suspended** or **Active**.

Important

If you create a one-time data export job (i.e., a job you intend to only run once) and submit it to run immediately, it is automatically added in a suspended state and can't be resumed. If you create and submit a one-time job with a delayed (i.e. scheduled) start time, it automatically changes to a suspended state when the job starts.

Modify a job

Select the job you want to edit and click the pencil icon .

When you are finished making changes, click **Save**.

Important

If the data export job is only going to be run once, you cannot edit it after it is submitted. But you can modify the job before it is run.

Delete a job

Select the job you want to delete and click the trash icon .

Important

You can't delete a job that is still in progress.

View the history of a job

The screenshot shows the 'User Data Management' interface. The top navigation bar includes 'User Data Management', 'Jobs', 'GDPR', 'History', and 'Artifacts'. The 'Jobs' page is active, showing a toolbar with a plus sign, a dropdown arrow, an edit icon, a delete icon, and a hamburger menu icon. Below the toolbar is a table with columns for checkboxes, source names (UCSX), job names (Contact), and toggle switches with titles (cont hourly, test, testcont_46). A tooltip 'Search execution history' is shown over the dropdown arrow.

<input type="checkbox"/>	All Sources		Title
<input type="checkbox"/>	UCSX	Contact	<input type="checkbox"/> cont hourly
<input checked="" type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> test
<input type="checkbox"/>	UCSX	Contact	<input checked="" type="checkbox"/> testcont_46

If you select a job and click the collapsed (or "hamburger") button, it will take you to the History page, where the results will be filtered to show the history of the selected job.