



Genesys™ Engage Cloud Cloud Contact Center Chat

Feature Deprecation Announcement

July 1, 2021

Cloud Service Feature Deprecation

Last Updated: June 30, 2021

Overview

On July 1, 2021, Genesys™ is announcing deprecation of our legacy Cloud Contact Center Chat solution within Genesys Engage Cloud, and we require customers to upgrade to Advanced Chat.

Genesys Product	Platform	Announcement Date	Deprecation Date
Contact Center Chat	Genesys Engage Cloud	July 1, 2021	December 31, 2021

Details

Genesys introduced Advanced Chat in 2019, and it is the default chat solution for Engage Cloud, with richer features, functionality, scalability and stability. As such, Genesys is deprecating the legacy Cloud Contact Center Chat service based on Chat Server and Genesys Mobile Services (GMS) in Genesys Engage Cloud. Customers must upgrade to Advanced Chat before **December 31, 2021**, to avoid any interruption to their web chat and mobile chat services.

By upgrading to Advanced Chat, Genesys Engage Cloud customers can benefit from the latest features and innovations, which include the following:

- Asynchronous, long-lived chat conversations
- API to enable chat within the customer's mobile application
- API to enable customized chat widget for web/mobile web channel
- Rich media (currently emojis and images, with more capabilities planned)
- Agent-initiated outbound chat messages
- Chatbots*
- Predictive Engagement*

- Access to chat surveys in Designer
- Improved stability and resilience
- Faster access to new capabilities

** additional license required*

Related Documents

- [Genesys Engage Cloud Resource Center](#)
- [Digital Channels Release Notes](#)
- [Advanced Chat Overview](#)
- [How Advanced Chat works](#)
- [Getting Started with Digital Channels](#)
- [Advanced Chat Release Notes](#)

Deprecation Dates

For Cloud Contact Center Chat, below are the key milestones:

Announcement Date	July 1, 2021
Deprecation Date	December 31, 2021

Frequently Asked Questions

Q: Why is Genesys deprecating legacy Contact Center Chat?

A: Genesys re-architected our Chat platform for scale, simplicity and speed of innovation. Genesys Advanced Chat includes access to better features and functionality. Chat conversations are now asynchronous by default, and the same conversation model is applicable across Chat, SMS, Social and Messaging channels for ease of use by contact center agents. We are now using the newer Genesys Web Services (GWS) and Genesys Engagement Services (GES) instead of the older Genesys Mobile Services (GMS).

Q: What are customers' options?

A: The customer must upgrade from Cloud Contact Center Chat to Advanced Chat before December 31st, 2021. Genesys will closely assist you with this upgrade to make it as simple as possible.

Q: Is there a cost to upgrade?

A: Due to all the additional capabilities, Advanced Chat user licenses have a higher price point than Cloud Contact Center Chat. However, we are not imposing an increase in cost for your Chat users during the term of your current contract. Please contact your Customer Success Manager who can help get you licensed for Advanced Chat at your next contract renewal.

Q: What steps should customers take to upgrade to Advanced Chat?

A: Contact your Customer Success Manager to discuss the plan for your upgrade. Genesys will provision Advanced Chat to your Engage Cloud deployment, enable Designer for "Advanced Chat mode", and provide you with the new Chat API URL and API key. You will need to publish a new Designer application and update Genesys Widgets on your website to use the new chat endpoint. We recommend using a hidden page for testing purposes. Once you are satisfied

everything is working as expected and you've notified your agents of the changes they'll see in Workspace, you would then update your Widgets across your website, and publish the new Designer application to start using Advanced Chat. Genesys will then remove legacy Contact Center Chat from your tenant.

Definitions

Announcement Date

This represents the general announcement date, specifying the critical dates of availability on the affected cloud services.

Deprecation Date

From this date, the affected cloud service will no longer be available.