Feature Deprecation
Genesys Engage on-premises
Chat API Version 1

Announcement Date	Deprecation Date	Release Notes
May 15, 2023	November 15, 2023	Chat APIs

View all Genesys Engage Feature Deprecations: https://all.docs.genesys.com/System/AllDeprecations
View all Genesys Engage End-of-Life Announcements: https://all.docs.genesys.com/System/EOL

What is changing?

Chat API version 1 is a feature of Genesys Mobile Services (GMS) v8.5 for **Genesys Engage on-premises**. Chat API version 1 will be deprecated (removed) from GMS v8.5.x versions released after November 15, 2023. After this date, Chat API version 1 will not receive support or maintenance.

In Genesys Engage on-premises, GMS contains multiple APIs, each dedicated to performing certain tasks. The Chat APIs are used by customer-facing applications to create and manage a chat session associated with a contact center-related service.

As published on the GMS Chat API documentation page in 2018, starting with v8.5.114 of GMS, Chat API version 2 is available for both Web and Mobile App development, and it is recommended to upgrade any Chat API version 1 deployments to Chat API version 2.

Am I affected?

If your on-premises deployment with Genesys Engage is using GMS Chat API version 1, then you are affected as described above.

GENESYS
Genesys confidential and proprietary information.
Unauthorized disclosure is prohibited.
1

How can I prepare for this deprecation?

Genesys recommends existing customers upgrade to Chat API version 2. There is no additional license cost associated with this. Any new updates and vulnerability fixes would happen on Chat API version 2.

What if I have questions?

If you need help or have questions about this deprecation, reach out to your Account Executive, Partner Manager, or contact Genesys Customer Care (My Support).