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Genesys Mobile Services Deprecation Announcements

Genesys Mobile Engagement Feature Deprecations

5/8/2025

Genesys Mobile Engagement Feature Deprecations

This document lists the features and functionality that Genesys has removed from Genesys Mobile Engagement 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.

Feature of Service	Announcement Date	Deprecation Date
Chat API Version 1	May 15, 2023	November 15, 2023