

## What's new, 2026

Journey Outcomes deprecation announced 2026-05-18, planned effective 2026-06-29.

Outcome-only action maps stop qualifying. `getJourneyOutcome` branches are skipped. A future Predictive Routing framework is announced for customer-defined outcomes. Shipment was not confirmed here. Web messaging is encouraged over web chat. Do not leave both snippets on the page. Implicit grant: deprecated after 25 May 2026, per the OAuth article. Unverified in a live organization. If a page moved, the page wins.

Sources and go deeper

Last checked 2026-10

Deprecation: Journey Outcomes (Resource Center) <https://help.genesys.cloud/announcements/genesys-cloud/depreca>

Predictive Routing customer-defined outcomes (Resource Center) <https://help.genesys.cloud/announcements/genesys>

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last chec

Migrate from web chat to web messaging (Resource Center) <https://help.genesys.cloud/articles/migrate-from-web->

Genesys Cloud Developer Center (Developer docs) <https://developer.genesys.cloud/> Last checked 2026-10

General developer docs. This is the Developer Center home, not a page written for this room alone.

Genesys Community (Community) <https://community.genesys.com/> Last checked 2026-10

Community home, not a thread about this room.

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

' 2026 CypherMonkeyLabs ?

<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

<https://github.com/CypherMonkeyLabs/genesys-cloud-lab-free-university-mesmerizing>

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