GENESYS™

Genesys Mobile Services API Reference

Chat APIs

12/13/2025

Chat APIs

> **Warning**
>
> Note that the Chat API Version 1 feature has been deprecated. Please see the related deprecation notice for additional details.

Starting in 8.5.114, Chat API version 2 is available for both Web and Mobile App development.

- Chat API version 2: Use this API for Chat initiated by Web and Mobile App clients. Genesys recommends that you use this API for new deployments. New features will be added to Chat API version 2 only.

- Chat API version 1: This API is documented to support older deployments. Genesys recommends that you upgrade to Chat API version 2 if you are still using Chat API version 1.