

# Genesys Engage™ Cloud Agent Dashboard service using Platform Administration

**Feature Deprecation Announcement**  
**April 1<sup>st</sup>, 2021**

# Cloud Service Feature Deprecation

Last Updated: [February 28<sup>th</sup>, 2021](#)

## Overview

As of [April 1<sup>st</sup>, 2021](#), Genesys is deprecating the **Agent Dashboard** service using **Platform Administration** on the **Genesys Engage™ Cloud** platform.

Genesys Products	Platform	Deprecation date
Agent Dashboard	<a href="#">Genesys Engage Cloud</a>	<a href="#">October 31<sup>st</sup>, 2021</a>

## Details

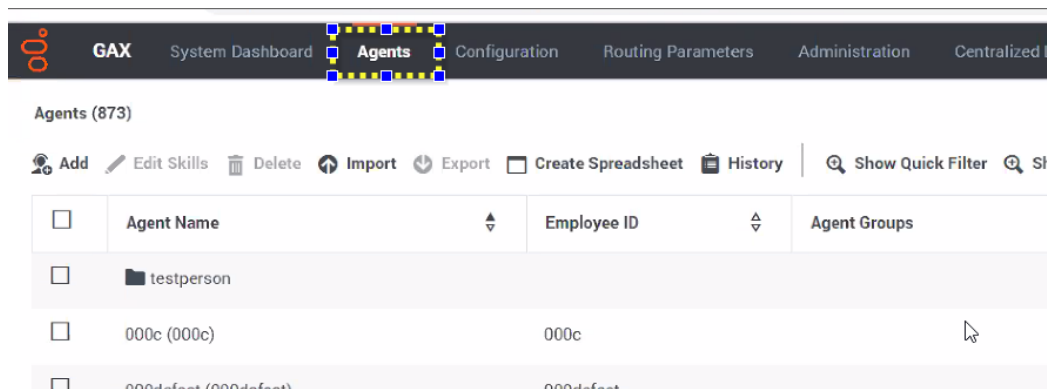
### Related Documents

Click [here](#) to view the following document:

- [Genesys Engage Cloud Resource Center](#)

## Supplemental Information

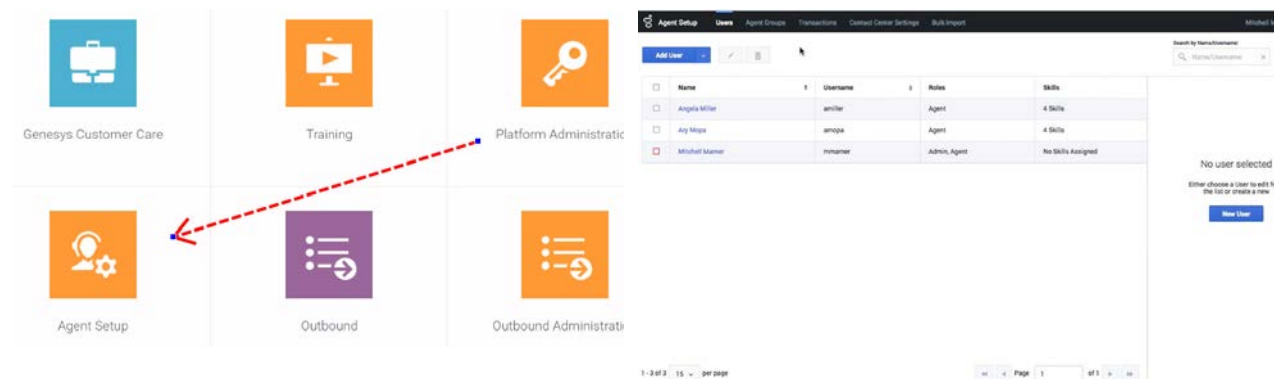
[Genesys has decided to migrate and integrate the Agent Dashboard service using Platform Administration, also known as Genesys Administrator Extension \(GAX\) with Agent Setup into one single portal.](#)



## Feature Deprecation Announcement

By integrating with **Agent Setup**, customers can benefit from the latest features and agent administration functions in one single location. Customers **must** switch to **Agent Setup** by **October 31<sup>st</sup>, 2021** to avoid any interruption with their agent administration needs.

All functions currently in **Agent Dashboard** service under **Platform Administration** will also be available in **Agent Setup**. For details about using Agent Setup, please visit the [Manage agents and other users guide](#).



## Deprecation Dates

For **Agent Dashboard** under **Platform Administration**, below are key milestones:

Announcement Date	April 1 <sup>st</sup> , 2021
Depreciation Date	October 31 <sup>st</sup> , 2021

## Frequently Asked Questions

### Why is Genesys deprecating Agent Dashboard in Platform Administration service?

- **Answer:** Genesys has decided to migrate and integrate the Agent features from **Platform Administration** into **Agent Setup** portal.

### What are customers' options?

- **Answer:** Customer needs to begin to migrate from **Agent Dashboard** to **Agent Setup** before **October 31<sup>st</sup>, 2021**. All existing features from **Agent Dashboard in GAX** will also be available in **Agent Setup**. Genesys recommends planning the transition early to avoid any last-minute issues.

## Definitions

### **Announcement Date**

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

### **Depreciation Date**

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