

Genesys End of Service Cloud Data Download Service (CDDS)

**End of Service for Cloud Data Download Service (CDDS)
March 31, 2023**

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Last updated: March 15, 2023

Overview

As of March 31, 2023, Genesys announces the service retirement for **Cloud Data Download Service (CDDS)** on the **Genesys Engage Cloud** platform.

Genesys Service	Platform	End of Service date
Cloud Data Download Service (CDDS)	Genesys Engage Cloud	March 31, 2024

Details

Cloud Data Download Service (CDDS) and **User Data Management (UDM)** are services provided by Genesys that allow customers to securely export and download data stored in Universal Contact Server (UCS) in Genesys Engage Cloud. UCS data includes contact information and interaction data that flows through the Genesys Engage Cloud platform.

CDDS has now become technically obsolete and does not provide all the features required by customers. Genesys will stop supporting CDDS effective March 31, 2024. This means that the cloud service will no longer be available, and Genesys will be unable to provide software patches, security updates, or other fixes for CDDS after the End of Service date.

Migration and Entitlement

To maintain similar functionality, Genesys recommends that customers upgrade to our User Data Management (UDM) product. With UDM also comes additional functionality such as GDPR management, new data filter options, and enhanced scheduling management.

The UDM API is very similar to the CDDS API to ensure backward compatibility with the tools developed for the CDDS API. The calls to the UDM API methods only require a change in the root path. We will add a tile for UDM on your Genesys Portal page, and you can update API calls as needed. Genesys can also assist you in migrating from CDDS to UDM. Please reach out to Customer Care if you need assistance.

CDDS and UDM are both free to use for any Engage Cloud customer, so no entitlement or sellable item change is required.

Note: CDDS is only available for Engage Cloud on AWS; whereas UDM is available for both Engage Cloud on AWS and Engage Cloud on Azure.

Related Documents

Click on the below links to view the following document:

- [Cloud Data Download Service \(CDDS\) Documentation](#)
- [User Data Management \(UDM\) Documentation](#)
- [Genesys EOL Life Cycle Table](#)

End of Service Dates

Below are the key milestones for CDDS:

Announcement Date	March 31, 2023
End of Service Date	March 31, 2024

Frequently Asked Questions

Why is Genesys announcing the End of Service for Cloud Data Download Service?

CDDS is an older service that has become technically obsolete compared to User Data Management (UDM).

What are customers' options?

To maintain certain functionality, Genesys recommends customers migrate to UDM, which can be used in both AWS and Azure platforms. Customers should contact Genesys Customer Care when ready to migrate from CDDS to UDM.

Definitions

Announcement Date

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

End of Service Date

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

About Genesys

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.