



Genesys Engage Cloud Release Notes

4/10/2021










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These Release Notes provide information about recent releases of Genesys Engage cloud services, starting with March 31, 2021. Click the Release Date next to a particular service name to see detailed information for that release. The release date indicates the earliest date when a service release might be available in your environments. Some updates might not apply to all environments.

For information about releases prior to March 31, 2021, see previous Genesys Engage Cloud Release Notes.

Service	Most Recent Release Date	Supported Cloud	Highlights
Agent Desktop		 Azure	Support for Genesys Engage cloud on Azure
Agent Setup		  Azure	Support for Genesys Engage cloud on Azure
Authentication API		 Azure	Support for Genesys Engage cloud on Azure
Authentication Service		 Azure	Support for Genesys Engage cloud on Azure
Callback		  Azure	Support for Genesys Engage cloud on Azure
CCE Auth		 Azure	Support for Genesys Engage cloud on Azure
CX Contact		  Azure	Support for Genesys Engage cloud on Azure
Designer		  Azure	Support for Genesys Engage cloud on Azure.
Digital Channels		 Azure	Support for Genesys Engage cloud on Azure
Digital Channels APIs		 Azure	Support for Genesys Engage cloud on Azure
Email		  Azure	Support for Genesys Engage cloud Email. Support for Genesys Engage cloud on Azure
Genesys CX Insights		  Azure	Support for Genesys Engage cloud on Azure
Genesys Portal		  Azure	Support for Genesys Engage cloud on Azure
Genesys Pulse		  Azure	Support for Genesys Engage cloud on Azure
Genesys Widgets			



Service	Most Recent Release Date	Supported Cloud	Highlights
Gplus Adapter for Salesforce		 Azure	Support for Genesys Engage cloud on Azure
Intelligent Workload Distribution		 	Support for Genesys Engage cloud Email. Support for Genesys Engage cloud on Azure
Intelligent Workload Distribution API		 	Support for Genesys Engage cloud on Azure
Provisioning API		 Azure	Support for Genesys Engage cloud on Azure
Service Client API		 Azure	Support for Genesys Engage cloud on Azure
Statistics API		 Azure	Support for Genesys Engage cloud on Azure
Workspace API		 Azure	Support for Genesys Engage cloud on Azure

Agent Desktop and Gplus Adapter Release Notes

Contents

- [1 Gplus Adapter for Salesforce: March 31, 2021](#)
- [2 Agent Desktop: March 31, 2021](#)
- [3 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
Agent Desktop	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure
Gplus Adapter for Salesforce	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure

Gplus Adapter for Salesforce: March 31, 2021

What's New

- Starting with this release, Gplus Adapter for Salesforce is available in Genesys Engage cloud on Azure.

Agent Desktop: March 31, 2021

What's New

- Starting with this release, Agent Desktop is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Workspace Agent Desktop, click here: [Agent Desktop \(V.9\)](#)



For information about prior releases of Gplus Adapter for Salesforce, click here: [Gplus Adapter \(V.9\) for Salesforce](#)

Agent Setup Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New

- Starting with this release, Agent Setup is available in Genesys Engage cloud on Azure.

Prior Releases





For information about prior releases of Agent Setup, click here: [Agent Setup](#)

Genesys Engage cloud APIs Release Notes

Contents

- [1 Digital Channels APIs: April 01, 2021](#)
- [2 Workspace API: March 31, 2021](#)
- [3 Intelligent Workload Distribution API: March 31, 2021](#)
- [4 Authentication API: March 31, 2021](#)
- [5 Statistics API: March 31, 2021](#)
- [6 Service Client API: March 31, 2021](#)
- [7 Provisioning API: March 31, 2021](#)
- [8 Digital Channels APIs: March 31, 2021](#)
- [9 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
Digital Channels APIs	April 01, 2021	 	Secure Email API rate limiting. Custom headers for third-party messaging webhooks.
Workspace API	March 31, 2021		Support for Genesys Engage cloud on Azure
Statistics API	March 31, 2021		Support for Genesys Engage cloud on Azure
Provisioning API	March 31, 2021		Support for Genesys Engage cloud on Azure
Service Client API	March 31, 2021		Support for Genesys Engage cloud on Azure
Authentication API	March 31, 2021		Support for Genesys Engage cloud on Azure
Digital Channels APIs	March 31, 2021		Support for Genesys Engage cloud on Azure
Intelligent Workload Distribution API	March 31, 2021	 	Support for Genesys Engage cloud on Azure

Digital Channels APIs: April 01, 2021

What's New

- You can now add custom headers with static values to the webhooks sent by Digital Channels to the third-party messaging aggregator. (NEXUS-5910) **More info:** [Third-Party Messaging API](#)
- Secure Email API now includes rate limiting of attachments to improve security. Rate limitations will be immediately applied to all new Secure Email API customers and gradually applied to existing tenants. (NEXUS-5609) **More info:** [Secure Email API](#)

Workspace API: March 31, 2021

What's New

- Starting with this release, Workspace API is available in Genesys Engage cloud on Azure.

Intelligent Workload Distribution API: March 31, 2021



What's New

- Starting with this release, Intelligent Workload Distribution API is available in Genesys Engage cloud on Azure.

Authentication API: March 31, 2021

What's New

- Starting with this release, Authentication API is available in Genesys Engage cloud on Azure.

Statistics API: March 31, 2021

What's New

- Starting with this release, Statistics API is available in Genesys Engage cloud on Azure.

Service Client API: March 31, 2021

What's New

- Starting with this release, Service Client API is available in Genesys Engage cloud on Azure.

Provisioning API: March 31, 2021

What's New

- Starting with this release, Provisioning API is available in Genesys Engage cloud on Azure.

Digital Channels APIs: March 31, 2021

What's New

- Starting with this release, Digital Channels APIs are available in Genesys Engage cloud on Azure.

Prior Releases




For information about prior releases, see [Genesys Engage cloud APIs](#).

Authentication, Login, and SSO Release Notes

Contents

- [1 Authentication API: March 31, 2021](#)
- [2 CCE Auth: March 31, 2021](#)
- [3 Authentication Service: March 31, 2021](#)
- [4 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
CCE Auth	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure
Authentication API	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure
Authentication Service	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure

Authentication API: March 31, 2021

What's New

- Starting with this release, Authentication API is available in Genesys Engage cloud on Azure.

CCE Auth: March 31, 2021

What's New

- Starting with this release, CCE Auth is available in Genesys Engage cloud on Azure.

Authentication Service: March 31, 2021

What's New

- Starting with this release, Authentication Service is available in Genesys Engage cloud on Azure.

Prior Releases

For information about prior releases of Authentication Service, click here: [Authentication Service](#)



For information about prior releases of Authentication API, click here: [Authentication API](#)

Callback Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New

- Starting with this release, Callback is available in Genesys Engage cloud on Azure. (GES-2028)

Prior Releases



For information about prior releases of Callback, click here: [Callback](#)

CX Contact Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New

- Starting with this release, CX Contact is available in Genesys Engage cloud on Azure. (CLOUDCON-9446)

Prior Releases



For information about prior releases of CX Contact, see [CX Contact](#).

Designer Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure.

March 31, 2021  

What's New

- Starting with this release, Designer is available in Genesys Engage cloud on Azure. (DES-8909)
- Designer now supports the Engage cloud Email solution (Azure-hosted only). (DES-10730)

Resolved Issues

- Designer now correctly preserves customizations made to callback audio resources. The previous release of Designer (9.0.116.08) reverted these resources to the original audio, which could impact the caller experience if the Callback audio collection was published after upgrading to that version. (DES-11143)

Prior Releases



For information about prior releases of Designer, click here: [Designer Release Notes](#)

Digital Channels Release Notes

Contents

- [1 Digital Channels: April 01, 2021](#)
- [2 Digital Channels APIs: April 01, 2021](#)
- [3 Digital Channels APIs: March 31, 2021](#)
- [4 Digital Channels: March 31, 2021](#)
- [5 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
Digital Channels	April 01, 2021	 	Standard Responses Library now accessible within Designer.
Digital Channels APIs	April 01, 2021	 	Secure Email API rate limiting. Custom headers for third-party messaging webhooks.
Digital Channels	March 31, 2021		Support for Genesys Engage cloud on Azure
Digital Channels APIs	March 31, 2021		Support for Genesys Engage cloud on Azure

Digital Channels: April 01, 2021

What's New

- **Security improvements.** Workspace Web Edition integration security has been improved. (NEXUS-5608)
- **Standard Responses Library now accessible within Designer.** You can now create and manage their Standard Responses Library within the Designer application. (NEXUS-5600)
- **Option to disable inbound notifications from subscribed contacts.** You can now choose to bypass the **asynchold** functionality for Chat sessions and instead send the interaction to Designer for routing. Bypassing this functionality ensures that agents do not see popup toast notifications from subscribed contacts, while allowing you to customize routing in Designer. To configure this feature for a particular session, add **nexus_asynchold_enable = false** to the User Data of the Chat session creation request (for example, the default User Data for the Chat session in Genesys Widgets). You can configure this feature for all sessions at the Tenant level by contacting Genesys Customer Care. (NEXUS-5598)
- **WhatsApp enhancement.** Multiple corporate numbers for WhatsApp are now supported within a tenant. (NEXUS-5575)
- **Undeliverable message notification.** A message is displayed in the Communication tab to inform the agent if a WhatsApp, an SMS, or a Chat from the Chat Widget cannot be delivered to the contact. (NEXUS-3191)

Resolved Issues

- Digital Channels no longer omits saving Chat interaction transcripts to the Universal Contact Service when the Chat message includes characters that are not allowed by the XML file format. (NEXUS-5935)

- Digital Channels now uses the correct site to validate agent credentials when Workspace Web Edition changes to a backup site during Smart Failover. (NEXUS-5727)

Known Issues

- **Limitation:** Smart Failover is not supported. If Workspace Web Edition switches to a backup site, the Conversation and Communication tabs are not displayed. (NEXUS-5727)

Digital Channels APIs: April 01, 2021

What's New

- You can now add custom headers with static values to the webhooks sent by Digital Channels to the third-party messaging aggregator. (NEXUS-5910) **More info:** [Third-Party Messaging API](#)
- Secure Email API now includes rate limiting of attachments to improve security. Rate limitations will be immediately applied to all new Secure Email API customers and gradually applied to existing tenants. (NEXUS-5609) **More info:** [Secure Email API](#)

Digital Channels APIs: March 31, 2021

What's New

- Starting with this release, Digital Channels APIs are available in Genesys Engage cloud on Azure.

Digital Channels: March 31, 2021

What's New

- Starting with this release, Digital Channels is available in Genesys Engage cloud on Azure.

Prior Releases



For information about prior releases of Genesys Digital Channels, click here: [Digital Channels](#)

Email Release Notes

Contents

- [1 March 31, 2021](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud Email. Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New



- Genesys Engage cloud Email monitors your specified mailboxes for new emails, categorizes the emails according to your business rules, then continuously reprioritizes them according to your SLAs to ensure they are pushed to the best available agent at the right time. Engage cloud Email features include:
 - Mailbox configuration for Office365 and Gmail with Oauth2 support, plus IMAP/SMTP configuration options for other mailbox types.
 - Supervisor QA review.
 - Business Rules-based Categorization—Segment your incoming emails based on email address, email content and other parameters to control how they are processed. The Genesys system automatically reprioritizes emails throughout their lifecycle, ensuring the most important are at the top of the Universal Queue.
 - Email Management—Operations Managers and Team Leads can:
 - View, hold, resume, and cancel emails in the Universal Queue.
 - Create auto-acknowledgement emails on either the Mailbox or Category level.
 - Manage flexible and business-friendly prioritization schemas.
 - Business Insights—Gain insight into your email backlog and business performance. Near real-time dashboards are available by backlog, volume, SLA, category, timing and path. Agent-related statistics are available via Pulse, and historical reports are available in Genesys CX Insights. (CIWD-378)
- Starting with this release, Email is available in Genesys Engage cloud on Azure. (CIWD-1760)

Genesys Portal Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New

- Starting with this release, Genesys Portal is available in Genesys Engage cloud on Azure. (PECP-49)

Prior Releases


For information about prior releases of Genesys Portal, see [Genesys Portal](#).

Genesys Widgets Release Notes

Contents

- [1 April 09, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
April 09, 2021		

April 09, 2021 

Resolved Issues

- In the WebChat Widget, localization strings now apply as expected and error messages display in the correct language. Previously, the WebChat Widget used the default language strings in some error messages. (CXW-232)

Prior Releases



For information about prior releases of Genesys Widgets, click here: [Genesys Widgets](#)

Genesys Customer Experience Insights Release Notes

Contents

- [1 Genesys CX Insights: April 01, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
Genesys CX Insights	April 01, 2021	 	Support for Genesys Engage cloud on Azure

Genesys CX Insights: April 01, 2021

What's New

- Starting with this release, Genesys CX Insights is available in Genesys Engage cloud on Azure. (GCXI-3963)
- A new dashboard, Milestone Path Analysis Dashboard, provides detailed information and visualizations illustrating the first and last milestones customers traversed in Designer applications, and the number of sessions that ended in each final disposition. (GCXI-4285) **More info:** Milestone Path Analysis Dashboard
- A new dashboard, ANI Details Dashboard, provides detailed information about the outcomes of customer interactions, based on Automatic Number Identification (ANI), enabling you to identify frequent callers and the result of their interactions. (GCXI-4306) **More info:** ANI Details Dashboard
- New dashboards in the Dashboards folder provide weekly views of contact center activity:
 - Weekly Agent Group Performance Dashboard — Explore interaction handling at the group level on a weekly basis.
 - Weekly Agent Group Utilization Dashboard — Understand how agents used their time over the course of a week.
 - Weekly Business Attribute Dashboard — Explore interaction business-result categorization on a weekly basis.
 - Weekly Queue Summary Dashboard — Assess the weekly performance of configured queues.
 - Weekly Self Service Containment Dashboard — Explore the volume of interactions that are (or are not) contained in Self-Service. (GCXI-4742) **More info:** Dashboards
- Two new reports in the **CX Insights for iWD** folder provide detailed reporting on inbound and outbound email activity for users of Genesys **Engage cloud Email**:
 - Inbound Intraday Email Process Report — Analyze the volume of iWD email tasks that are added, completed, or in process during a specified time period.
 - Outbound Email Report — Perform detailed analysis of outbound email usage patterns. (GCXI-4849) **More info:** CX Insights for iWD reports and dashboards
- Several attributes and prompts in the iWD Project are renamed for greater clarity. Attributes and prompts that were previously referred to as *Resource ID* and *Last Resource ID* are now referred to as *Employee ID* and *Last Employee ID*, respectively, in the following reports:

- Resource Performance Dashboard
 - Resource Performance Report
 - Task Detail Report
 - Task Work Detail Report (GCXI-4757) **More info:** CX Insights for iWD reports and dashboards
- Updates are provided for all included CentOS packages.

Resolved Issues

- Descriptions now appear for the GCXI_GIM_DB and gcxi_meta_info Database Instances in MicroStrategy Developer. Previously in some releases, the descriptions were missing. (GCXI-4746)
- Genesys CX Insights now correctly applies database properties from JDBC_OPTS variables defined within DSN definitions. Previously in some scenarios, such values were not applied, preventing the configuration of TLS database connections. (GCXI-4718)
- Designer Interaction Outcome Statistics datasets in the **Dashboards > Datasets** folder are now hidden, unless optional features are enabled. (GCXI-4529)

Known Issues

- Genesys CX Insights ignores user selections in the **Interaction ID** report prompt in the following reports: Transfer Detail Report, Interaction Flow Report, Predictive Routing Detail Report, and Co-browse Detail Report. As a result, in the Interaction Handling Attempt Report, links in the Interaction ID column do not work, and the Interaction Flow Report fails to generate. (GCXI-4791)

Prior Releases





For information about prior releases of Genesys CX Insights (GCXI), see: Genesys CX Insights.

Intelligent Workload Distribution Release Notes

Contents

- [1 Intelligent Workload Distribution API: March 31, 2021](#)
- [2 Intelligent Workload Distribution: March 31, 2021](#)
- [3 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Service	Release Date	Supported Cloud	Highlights
Intelligent Workload Distribution	March 31, 2021	 	Support for Genesys Engage cloud Email. Support for Genesys Engage cloud on Azure
Intelligent Workload Distribution API	March 31, 2021	 	Support for Genesys Engage cloud on Azure

Intelligent Workload Distribution API: March 31, 2021



What's New

- Starting with this release, Intelligent Workload Distribution API is available in Genesys Engage cloud on Azure.

Intelligent Workload Distribution: March 31, 2021



What's New

- UI name changes** — The following naming changes apply in the UI:
 - The **IWD Manager** application is now **Workload Manager**.
 - Tab names:
 - Workitems** is now **Universal Queue**.
 - Summary** is now **Dashboards**.
 - Settings** is now **Configuration**. (CIWD-1434)
- Prioritization start dates** — You can now adjust prioritization start dates and/or SLAs for a specific work item by using custom values in the **sourceCreatedDateTime** and **sourceDueDateTime** fields. (CIWD-1207)
- Copy attribute name** — You can now copy a work item attribute name to the clipboard by clicking a special copy button in the **Properties** or **System Properties** table in the **Workitem Details** panel. The button becomes visible on mouseover of the table row that contains the particular attribute. (CIWD-930)

- **Engage cloud Email** — New Engage cloud Email features are delivered in Workload Manager. Please see the Email Release Note. (CIWD-261)
- **Email Reporting** — Two new reports in the **CX Insights for IWD** folder provide detailed reporting on inbound and outbound email activity:
 - Inbound Intraday Email Process Report
 - Outbound Email Report (CIWD-1087)
- Starting with this release, Intelligent Workload Distribution is available in Genesys Engage cloud on Azure. (CIWD-42)

Prior Releases

For information about prior releases of Intelligent Workload Distribution, click here: [Intelligent Workload Distribution](#)



For information about prior releases of Intelligent Workload Distribution API, click here: [Intelligent Workload Distribution API](#)

Real-Time Reporting (Genesys Pulse) Release Notes

Contents

- [1 March 31, 2021](#)
- [2 Prior Releases](#)

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Release Date	Supported Cloud	Highlights
March 31, 2021	 	Support for Genesys Engage cloud on Azure

March 31, 2021  

What's New

- Starting with this release, Genesys Pulse is available in Genesys Engage cloud on Azure. (WBRT-13461)
- The Select All checkbox is added to the Statistics tab on the widget create/edit dialog. (WBRT-12759)
- A new widget is now located in an empty space on the right side of a dashboard. Previously, new widgets were placed in the top left position, causing a reorder of already existing widgets (WBRT-3700)

Resolved Issues

- Widgets' locations no longer change after switching between tabs or after refreshing the page. Previously, in those scenarios, widgets' locations on the tab were rearranged. (WBRT-14173)
- Usernames are no longer used in URL of some requests. Previously, usernames were used in API requests from Genesys Pulse User Interface, disclosing potentially sensitive information. (WBRT-12371)

Prior Releases

For information about prior releases of Genesys Pulse, see Real-Time Reporting (v9).