Genesys Multicloud CX Release Notes

Genesys Multicloud CX APIs Release Notes

2/21/2026

Contents

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

RSS:

- For cloud
- For private edition

> ## Important
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> The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	Available		Genesys CX on		Private edition	Highlights	Release
	AWS	Azure					
Service Client API	September 14, 2023		aws	Azure	🗄️	Resolved issues.	100.0.008.0096
Workspace API	May 25, 2023		aws	Azure	🗄️	Improvements and resolved issues.	9.0.001.06
Service Client API	March 21, 2023		aws	Azure	🗄️	Resolved issues and improvements.	100.0.004.0312
Provisioning API	February 28, 2023		aws	Azure		Resolved issues.	9.0.001.11
Workspace API	February 28, 2023		aws	Azure		Resolved issues.	9.0.000.05
Service Client API	February 2, 2023		aws	Azure	🗄️	Supports transfer, conference,	100.0.003.0235

Service	Available	Genesys CX on		Private edition	Highlights	Release
					and consultation operations depending on the media.	
Service Client API	November 3, 2022	aws	Azure	(icon)	Provides events for network connections or reconnections in Agent Workspace.	100.0.000.0050
Workforce Management API	September 27, 2022	aws	Azure		Support for Genesys Multicloud CX on AWS.	8.5.219.03
Service Client API	August 31, 2022	aws			Support for contact information for interactions.	9.0.000.97
Workspace API	June 28, 2022	aws	Azure	(icon)	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for .jpeg email attachments.	9.0.001.01

Service	Available	Genesys CX on		Private edition	Highlights	Release
Service Client API	June 28, 2022	aws	Azure	🏢	Get options that are overridden by a routing strategy.	9.0.000.95
Workspace API	April 7, 2022			🏢	Support for scheduling a callback.	9.0.001.00
Workforce Management API	April 4, 2022		Azure		WFM Open API support on Azure.	8.5.219.01
Provisioning API	March 22, 2022	aws	Azure		Updated response for GET /objects/ users	9.0.001.03
Workspace API	March 22, 2022	aws	Azure		Add a new channel to the current agent session with the Workspace API.	9.0.000.99
Service Client API	February 28, 2022		Azure		Send custom messages.	9.0.000.90
Service Client API	November 4, 2021	aws	Azure		Connection ID available for voice events.	9.0.000.88
Service Client API	October 14, 2021	aws	Azure		Service Client API provides enhanced support for outbound	9.0.000.87

Service	Available	Genesys CX on		Private edition	Highlights	Release
Service Client API	September 16, 2021		Azure	(private edition)	Outbound campaign events	9.0.000.86
Intelligent Workload Distribution API	September 9, 2021	aws	Azure		New fields in responses for actions API requests.	9.0.000.74
Service Client API	July 22, 2021	aws	Azure		Support for multiple browser tabs	9.0.000.84
Intelligent Workload Distribution API	July 9, 2021	aws	Azure		Update to sourceSystemDueDate field logic.	9.0.000.70
Statistics API	June 30, 2021			(private edition)	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.61
Service Client API	June 30, 2021			(private edition)	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.82
Workspace API	June 30, 2021			(private edition)	Early Adopter Program	9.0.000.90

Service	Available	Genesys CX on		Private edition	Highlights	Release
					support for Genesys Multicloud CX private edition deployments on OpenShift.	
Authentication API	June 30, 2021				Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.70
Provisioning API	June 30, 2021				Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.93
Digital Channels APIs	May 13, 2021	aws	Azure		Secure Email API update to improve reporting.	9.0.000.88
Service Client API	April 22, 2021	aws	Azure		Support for outbound preview.	9.0.000.81
Digital Channels APIs	April 1, 2021	aws	Azure		Secure Email API rate limiting.	9.0.000.84

Service	Available	Genesys CX on		Private edition	Highlights	Release
					Custom headers for third-party messaging webhooks.	
Service Client API	March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.000.80
Intelligent Workload Distribution API	March 31, 2021	aws	Azure		Support for Genesys Engage cloud on Azure	9.0.000.65
Authentication API	March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.000.68
Digital Channels APIs	March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.000.85
Provisioning API	March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.000.80
Statistics API	March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.000.80

Service	Available	Genesys CX on	Private edition	Highlights	Release
Workspace API	March 31, 2021	Azure		Support for Genesys Engage cloud on Azure	9.0.000.80

Service Client API: September 14, 2023 aws Azure

- 100.0.008.0096 available September 15, 2023

Resolved Issues

- The Service Client API now triggers an interaction event with the **eventType** field set to **CANCELED** when the agent tries to accept a chat interaction already handled by another browser instance. (WWE-3616)

Workspace API: May 25, 2023 aws Azure

- 9.0.001.06 available May 25, 2023

What's New

- Workspace Web Edition now sends attachments with the JPEG file extension. To configure this feature, set the value of the **file-type.extension-definition.cfb** option to **doc,docx,ppt,pptx,xls,xlsx,msg** and ensure that the value **msg** is included in the list of allowed file extensions in the **attachment.restrict-to-file-types** option, both in the **workspace-service** section. (GAPI-34175)

Resolved Issues

- Agents can now view all chats in applications that rely on Workspace API including Agent Desktop or custom applications. Previously, agents could not view some chat messages due to incorrect delivery of events between internal services. (GAPI-36444)

Service Client API: March 21, 2023 aws Azure

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  100.0.004.0312 available March 22, 2023

What's New

- The Service Client API (SCAPI) now supports adding custom views to the **ApplicationMenuBarRegion** to display custom content. (WWE-2516)

Resolved Issues

- The Service Client API call for **interaction.setUserData** now updates the **Outbound Campaign Calling List** field to Outbound Contact Server (OCS). Previously, the same functionality was supported by the **outbound.updateRecordFields** operation. Contact your Genesys Representative to enable this functionality.
  For **Private Edition**, you can enable this functionality by using the **service-client-api.outbound-field-update-on-userdata-set.enable** option. (WWE-2790)

Provisioning API: February 28, 2023

Resolved Issues

- Enhanced performance of the Provisioning API when processing CIW files for large numbers of objects. (GAPI-36395)

- The Provisioning API now properly supports updating Agent voicemail box during bulk import. (GAPI-36308)

Workspace API: February 28, 2023

Resolved Issues

- The Workspace API now reacts appropriately to an internal error condition during routed chat consultation, avoiding endless loop for API clients such as Agent Desktop. (GAPI-36932)

- The Workspace API now correctly synchronizes the interaction owner history in specific scenarios, which enables Agent Workspace or other clients to populate the **Processed By** field. (GAPI-36618)

- The Workspace API now returns the **Default Number** of the **Default Place** for an agent, allowing clients to implement certain functionalities such as **transfer to voicemail** when the agent is not logged in. (GAPI-36085)

Service Client API: February 02, 2023

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  100.0.003.0235 available February 08, 2023

What's New

- The Service Client API now handles the following operations depending on the media:

    - Single-step transfer

    - Single-step conference

    - Consultation

    - Complete a consultation to a transfer or a conference.

    The targeted objects can be:

    - A phone number for calls (custom contact)

    - An interaction queue for eServices interactions

    - An agent

    - An agent group

    - A skill

    - A routing point

    Also, a new operation is now available for the voice dial to specify extensions. (WWE-55)
    More info: , , and

Service Client API: November 03, 2022 aws Azure

- 100.0.000.0050 available November 17, 2022

What's New

- The Service Client API now provides events when Agent Workspace has network disconnection or reconnection. (WWE-1756)

For private edition

- From the Service Client API , the **auth.getPureCloudToken** method now requires explicit reference from the **service-client-api.accepted-web-content-origins** option, same as the **auth.getJwtToken** method. (WWE-325)

Workforce Management API: September 27, 2022 aws Azure

What's New

- Starting with this release, Workforce Management Open API is available in Genesys Multicloud CX on AWS. This feature requires

special provisioning by Genesys. Contact your Genesys representative for more information. (WFM-34885)
More info:

Service Client API: August 31, 2022

What's New

- Service Client API now supports contact information for interactions. The CONTACT_CHANGED interaction event is added to support contact information. The contact object is also added, exposing the following properties:

  - firstName

  - lastName

  - displayName (WWE-256)
    More info:

Workspace API: June 28, 2022

- 9.0.001.01 available July 07, 2022

What's New

- The Workspace API now supports the .jpeg suffix when adding email attachments. (GAPI-34175)

- The Workspace API now returns the reason code "no-answer" in the DNStateChanged event when an agent's state is changed to not ready because a call is routed on no answer (RONA). (GAPI-34276)

For private edition

- As of July 13, 2022, Workspace API is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

Service Client API: June 28, 2022

- 9.0.000.95 available July 07, 2022

What's New

- The Service Client API can now get interaction-related options that are overridden by a routing strategy. (GAPI-34554)

More info:

Workspace API: April 07, 2022

- 9.0.001.00 available April 07, 2022

What's New

- The Workspace API GetInteractionContent request offers control over IncludeAttachments for optimized performance. (GAPI-31717)

- Workspace API now supports scheduling a callback (through Genesys Engagement Service) during a customer interaction. (GAPI-31716)
  More info: https://developer.genesyscloud.com/reference/workspace/">https://developer.genesyscloud.com/reference/workspace/">Workspace API

- Workspace API now supports searching interactions based on the Universal Contact Server thread ID, parent ID, or subtype ID. (GAPI-31627)

Workforce Management API: April 04, 2022

What's New

- Starting with this release, Workforce Management Open API is available in Genesys Multicloud CX on Azure. This feature requires special provisioning by Genesys. Contact your Genesys representative for more information. (WFM-34695)
  More info:

Provisioning API: March 22, 2022

Resolved Issues

- The Provisioning API now returns the correct values for the "isAgent" and "enabled" fields in the response for `GET /objects/ users` requests. Previously, these values could be returned as numbers instead of true or false. (GAPI-31726)

Workspace API: March 22, 2022

What's New

- The Workspace API now provides notification of EventAgentReserved events. (GAPI-31559)

- The Workspace API now supports the ability to add a new channel to the current agent session. (GAPI-31557)

- The Workspace API now supports an optional parameter to indicate a reason when a digital interaction is completed. (GAPI-31385)

Service Client API: February 28, 2022 ▲ Azure

What's New

- The Service Client API can now return whether a frame is visible with the `system.amIVisible()` method. (GAPI-31587)
  More info:

- The Service Client API can now send custom messages to other web applications that use the API. (GAPI-31586)
  More info:

Service Client API: November 04, 2021 aws ▲ Azure

What's New

- The Service Client API now provides a **connId** property on the Interaction object for all voice events. (GAPI-31001)

- The popupToast() method in the Service Client API now includes a parameter to define the width of a custom toast. (GAPI-30660)

Service Client API: October 14, 2021 aws ▲ Azure

What's New

- The Service Client API now provides enhanced support for outbound with the following new features:

  - Set and get call results from third parties. (GAPI-28209)

  - Reschedule or cancel outbound records. (GAPI-27622)

  - Set an outbound record as Do Not Call. (GAPI-27624)

  - Update an outbound record. (GAPI-27625)

  - Get a list of chained records for an outbound interaction. (GAPI-27626) (GAPI-28209)
    More info:

- The Service Client API now includes the **ronaCallState** property on voice interactions when a call is released due to Redirect On No Answer (RONA). (GAPI-28208)
  More info:

Service Client API: September 16, 2021 ![Azure]

- 9.0.000.86 available September 17, 2021

What's New

- The Service Client API now provides events when an outbound campaign state is updated. (GAPI-27623)
  More info:

Intelligent Workload Distribution API: September 09, 2021 ![aws] ![Azure]

What's New

- Intelligent Workload Distribution API can now return two new fields in the response of bulk updates using
  https://developer.genesyscloud.com/reference/iwd/Actions/index.html">https://developer.genesyscloud.com/reference/iwd/Actions/index.html">actions API requests.

  - done: An array of IDs of items that were successfully updated.

  - failed: An array of IDs of items that were not successfully updated.

  This feature is disabled by default. To enable these extra fields, contact your Genesys representative. (CIWD-2153)
  More info: https://developer.genesyscloud.com/reference/iwd/">https://developer.genesyscloud.com/reference/iwd/">Intelligent Workload Distribution API

Service Client API: July 22, 2021 ![aws] ![Azure]

What's New

- The now provides the state of the Agent Workspace tab for multiple browser tabs based on the **frameState** property provided in **system** events. Use the following new methods to get the related state:

  - genesys.wwe.service.system.isFrameLeading

  - genesys.wwe.service.system.isFrameFollowing

  - genesys.wwe.service.system.isFrameNegotiating

  - genesys.wwe.service.system.isFrameLeadingOrNegotiating

  - genesys.wwe.service.system.isLastActiveFrame (GAPI-26290)
    More info:

Intelligent Workload Distribution API: July 09, 2021

What's New

- Workload Manager now utilizes activation dates for work items that should not be handled immediately. Instead, a work item's prioritization will only start once the activation date has been reached. There is also a change in the way the sourceSystemDueDate field is handled when you https://developer.genesyscloud.com/reference/iwd/Basic/index.html">https://developer.genesyscloud.com/reference/iwd/Basic/index.html">create a workitem using the Intelligent Workload Distribution API:

    - If sourceSystemDueDate has been provided and it is **later** than activation date, then sourceSystemDueDate value will be used instead of prioritization schema due date.

    - If sourceSystemDueDate has been provided and it is **earlier** than activation date, then sourceSystemDueDate will be ignored and prioritization schema due date will be used. (CIWD-1770)

Resolved Issues

- Field code rendering:

    - In previous versions, Contact.FullName was rendered only if both First and Last Name were provided. Now it is rendered even if one or both are omitted. (CIWD-2198)

Statistics API: June 30, 2021

- 9.0.000.61 available June 30, 2021

For private edition

- Starting with this release, Statistics API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GAPI-26709)
  More info:

Service Client API: June 30, 2021

- 9.0.000.82 available June 30, 2021

For private edition

- Starting with this release, Service Client API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GAPI-26709)
  More info:

Workspace API: June 30, 2021

- 9.0.000.90 available June 30, 2021

For private edition

- Starting with this release, Workspace API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GAPI-26709)
  More info:

Authentication API: June 30, 2021

- 9.0.000.70 available June 30, 2021

For private edition

- Starting with this release, Authentication API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (AUTH-724)
  More info:

Provisioning API: June 30, 2021

- 9.0.000.93 available June 30, 2021

For private edition

- Starting with this release, Provisioning API is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported. (GAPI-26709)
  More info:

Digital Channels APIs: May 13, 2021

What's New

- When you reply to an email using the Secure Email API, Digital Channels now marks the email as InboundCustomerReply to improve reporting for secure messaging. (NEXUS-6276)

Service Client API: April 22, 2021

What's New

- Service Client API now provides events when Pull Preview, Push Preview or Direct Push Preview outbound records are received. The API can also reject or cancel a preview record, make a call from a preview record, and retrieve campaign details. (GAPI-20493)
  More info:

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: https://developer.genesyscloud.com/reference/thirdpartymessaging/">https://developer.genesyscloud.com/reference/thirdpartymessaging/">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: https://developer.genesyscloud.com/reference/secureemail/">https://developer.genesyscloud.com/reference/secureemail/">Secure Email API

Service Client API: March 31, 2021

What's New

- Starting with this release, Service Client 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.

Digital Channels APIs: March 31, 2021 ▲ Azure

What's New

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

Provisioning API: March 31, 2021 ▲ Azure

What's New

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

Statistics API: March 31, 2021 ▲ Azure

What's New

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

Workspace API: March 31, 2021 ▲ Azure

What's New

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

Prior Releases

For information about prior releases, see Genesys Multicloud CX APIs.