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Genesys Multicloud CX Release Notes

[Genesys Multicloud CX APIs Release Notes](#)

5/18/2022

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

Important

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	First availability	Released for	Highlights	Release number
Workspace API	April 07, 2022		Support for scheduling a callback.	9.0.001.00
Workforce Management API	April 04, 2022		WFM Open API support on Azure.	8.5.219.01
Provisioning API	March 22, 2022		Updated response for GET /objects/users	9.0.001.03
Workspace API	March 22, 2022		Add a new channel to the current agent session with the Workspace API.	9.0.000.99
Service Client API	February 28, 2022		Send custom messages.	9.0.000.90
Service Client API	November 04, 2021	 	Connection ID available for voice events.	9.0.000.88
Service Client API	October 14, 2021	 	Service Client API provides enhanced support for outbound	9.0.000.87
Service Client API	September 16, 2021	 	Outbound campaign events	9.0.000.86
Intelligent Workload Distribution API	September 09, 2021	 	New fields in responses for actions API requests.	9.0.000.74
Service Client API	July 22, 2021	 	Support for multiple browser tabs	9.0.000.84
Intelligent Workload Distribution API	July 09, 2021	 	Update to sourceSystemDueDate field logic.	9.0.000.70

Service	First availability	Released for	Highlights	Release number
Provisioning API	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.93
Service Client API	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.82
Statistics API	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.61
Workspace API	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.90
Authentication API	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.70
Digital Channels APIs	May 13, 2021	 	Secure Email API update to improve reporting.	9.0.000.88
Service Client API	April 22, 2021	 	Support for outbound preview.	9.0.000.81
Digital Channels APIs	April 01, 2021	 	Secure Email API rate limiting. Custom headers for third-party messaging webhooks.	9.0.000.84
Intelligent Workload Distribution API	March 31, 2021	 	Support for Genesys Engage cloud on Azure	9.0.000.65
Service Client API	March 31, 2021		Support for Genesys Engage cloud on Azure	9.0.000.80
Statistics API	March 31, 2021		Support for Genesys Engage cloud on Azure	9.0.000.80

Service	First availability	Released for	Highlights	Release number
Workspace API	March 31, 2021	 Azure	Support for Genesys Engage cloud on Azure	9.0.000.80
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

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

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

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



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



- 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



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.

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- 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  

What's New

- The now provides the state of the Workspace Agent Desktop 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)

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:

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:

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:

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:

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

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.

Service Client API: March 31, 2021 

What's New

- Starting with this release, Service Client 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.

Workspace API: March 31, 2021 

What's New

- Starting with this release, Workspace 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 

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.

Prior Releases

For information about prior releases, see [Genesys Multicloud CX APIs](#).