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Genesys Multicloud CX Release Notes

Agent Setup Release Notes

1/25/2025

Contents

- 1 October 01, 2024
  - 1.1 Resolved Issues
- 2 May 14, 2024
  - 2.1 Resolved Issues
- 3 March 05, 2024
  - 3.1 Resolved Issues
- 4 October 30, 2023
  - 4.1 Resolved Issues
- 5 August 21, 2023
  - 5.1 What's New
  - 5.2 Resolved Issues
- 6 June 13, 2023
  - 6.1 What's New
- 7 April 18, 2023
  - 7.1 Resolved Issues
- 8 February 08, 2023
  - 8.1 What's New
- 9 August 23, 2022
  - 9.1 What's New
  - 9.2 For private edition
- 10 July 28, 2022
  - 10.1 What's New
- 11 June 28, 2022
  - 11.1 What's New
  - 11.2 Resolved Issues
  - 11.3 For private edition
- 12 May 16, 2022
  - 12.1 What's New

- 12.2 Resolved Issues
- 13 April 07, 2022
  - 13.1 Resolved Issues
- 14 March 22, 2022
  - 14.1 What's New
  - 14.2 Resolved Issues
- 15 March 21, 2022
  - 15.1 For private edition
- 16 February 23, 2022
  - 16.1 What's New
  - 16.2 Resolved Issues
  - 16.3 Known Issues
- 17 February 01, 2022
  - 17.1 For private edition
- 18 November 04, 2021
  - 18.1 What's New
  - 18.2 Resolved Issues
- 19 October 14, 2021
  - 19.1 What's New
  - 19.2 Resolved Issues
- 20 September 16, 2021
  - 20.1 Resolved Issues
  - 20.2 For private edition
- 21 July 22, 2021
  - 21.1 Resolved Issues
- 22 May 27, 2021
  - 22.1 What's New
  - 22.2 Resolved Issues
  - 22.3 For private edition
- 23 April 22, 2021
  - 23.1 What's New
  - 23.2 Resolved Issues
- 24 March 31, 2021

    - 24.1 What's New
- 25 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.

Related documentation:

•

RSS:

- For cloud
- For private edition

> **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.

Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure				
October 1, 2024	aws	Azure		Resolved issues.	100.0.006.0214
May 14, 2024	aws	Azure		Resolved issues.	100.0.005.0170
March 5, 2024	aws	Azure		Resolved issues.	100.0.004.0158
October 30, 2023	aws	Azure		Resolved issues.	100.0.003.0102
August 21, 2023	aws	Azure		This release includes important improvements	100.0.002.0061

Available	Genesys CX on		Private edition	Highlights	Release
				and fixes.	
June 13, 2023	aws			This release includes resolved issues to Agent Setup.	100.0.001.0018
April 18, 2023	aws	Azure		This release includes important improvements and fixes.	100.0.001.0014
February 8, 2023	aws			Third-party dependency updates to maintain security and reliability.	100.0.000.0044
August 23, 2022	aws	Azure		Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Third-party dependency updates to maintain security and reliability.	9.0.001.00
July 28, 2022	aws			Third-party dependency updates to maintain security and reliability.	9.0.000.99

Available	Genesys CX on		Private edition	Highlights	Release
June 28, 2022	aws	Azure		Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. This release introduces new options, and also contains important improvements and fixes.	9.0.000.98
May 16, 2022	aws	Azure		This release includes important improvements and fixes.	9.0.000.97
April 7, 2022				This release includes important improvements and fixes.	9.0.000.96
March 22, 2022	aws	Azure		This release includes important improvements and fixes.	9.0.000.94
March 21, 2022				This release includes important improvements and fixes for Private Edition.	9.0.000.95

Available	Genesys CX on		Private edition	Highlights	Release
February 23, 2022		Azure		This release introduces new options, and also contains important improvements and fixes.	9.0.000.93
February 1, 2022				This release includes important improvements and fixes for Private Edition.	9.0.000.92
November 4, 2021	aws	Azure		This release includes important improvements and fixes.	9.0.000.91
October 14, 2021	aws	Azure		This release introduces a new option for Gplus Salesforce as well as other important improvements and fixes.	9.0.000.90
September 16, 2021		Azure		• Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. • This release includes important improvements	9.0.000.89

Available	Genesys CX on		Private edition	Highlights	Release
				and fixes.	
July 22, 2021	aws	Azure		This release contains important improvements and fixes.	9.0.000.86
May 27, 2021	aws	Azure		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift. This release introduces a new folder structure during the Origination DN selection process in Agent Groups, and also contains other important improvements and fixes.	9.0.000.84
April 22, 2021	aws	Azure		This release introduces a new option for Gplus Salesforce, and also contains important improvements and fixes.	9.0.000.83
March 31, 2021	aws	Azure		Support for Genesys Engage cloud on Azure	9.0.000.82

October 01, 2024

Resolved Issues

- The **Search** field is now disabled to prevent any kind of interaction happening when data is being loaded on the **Users** page. (WWE-4739)

May 14, 2024

Resolved Issues

- An error message that appears due to URL mismatch when clicking the **Download Audit** button is fixed now. (WWE-4501)
- The **Supervisor** page now correctly displays the list of assigned users. (WWE-4480)
- The **Switch** page will not show up now if an Agent doesn't have phone number(s). (WWE-4476)
- The delay in displaying the input fields on the **User Edit** page has been addressed. (WWE-3703)

March 05, 2024

Resolved Issues

- The **Filter** field is now disabled when the content is being loaded on the **Users** page. (WWE-3943)
- When the `htcc` section is removed or unavailable in the **Annex** tab of the User record, then saving the User record no longer deletes other sections. (WWE-3922)
- Saving the External URL details after unassigning **Favorites** from an Agent Group no longer displays an error. (WWE-3882)

October 30, 2023

Resolved Issues

- An error message is now displayed when the user tries to delete a folder that has unsaved changes (**deletion**) in its sub-folder. (WWE-3834)
- Removing an **Access Group** does not automatically add all unassigned **Access Groups** to the list. (WWE-3698)
- Saving an **Agent Group** with the **Voicemail** field enabled now sends a request to create an additional mailbox. (WWE-3772)

August 21, 2023

What's New

- A **double confirmation** window is added to notify the user about the changes in value in any of the following options available in the **Gplus** section:
  - Click to Dial Preprocessing Rules,
  - Screen Pop Preprocessing Rule,
  - New Salesforce Record Field Mapping,
  - Screen Pop URL section name,
  - Screen Pop Object home section name,
  - Screen Pop List section name,
  - Screen Pop Search section name,
  - Screen Pop New record section name,
  - Screen Pop Flow section name, and
  - Activity Log Field Mapping. (WWE-3516)
- The presence of **User** (whether online/offline) is now indicated through a new icon added for the User. (WWE-3228)
- Improvements in the **External URLs** UI now addresses the display issues. (WWE-3227)
- The **Folder** field in the **New Agent Group** creation page is now set to tenant as its default folder path: `//` . (WWE-3226)

Resolved Issues

- External URLs are now correctly saved in an Agent Group created through FastAPI. (WWE-3229)
- Agent Setup no longer propagates **User's** non-required settings to the Contact Center level. (WWE-3068), (WWE-3069)
- Fixed an issue where the numeric value (5) could not be entered from the number pad in the **Voicemail** field. (GAPI-36570)
- Agent Setup no longer overwrites the value of the password that was added earlier. (GAPI-33891)

June 13, 2023

What's New

- Agent Setup now correctly supports Chrome 114 and Edge 114. Previously, some Agent Setup user interface options like the agent password view or the checkboxes presented in list views were not usable in this new version of the browsers. (WWE-3362)

April 18, 2023

Resolved Issues

- This release addresses an issue with the buffering spinner on the Users page while an asynchronous update operation is in progress. (GAPI-35813)
- Now, even when the number of assigned supervisors are high, the names are displayed correctly in the header. Previously, in such cases, not all assigned supervisor names were displayed. (GAPI-35618)
- Searching under **Global Favorites** now works as expected even when the **Display Name** field is empty for one or more records. Previously, in such cases, the next match was not found. (GAPI-36109)

February 08, 2023

What's New

- Third-party dependency updates to maintain security and reliability.

August 23, 2022

- 9.0.001.00 available August 25, 2022

What's New

- As of November 11, 2022, this release is available for Genesys CX on Azure.
- This release includes third-party dependency updates to maintain security and reliability.

For private edition

- Agent Setup supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3599)

July 28, 2022

What's New

- This release includes third-party dependency updates to maintain security and reliability.

June 28, 2022

- 9.0.000.98 available July 07, 2022

What's New

- Added a new option, **Enable Delete attachment**, to **Contact Center Settings > Desktop Options > Email**. This option enables the agent to delete an attachment from an inbound email. (GAPI-32759)
- Added a new option, **Enable History Record Creation for voice interaction without contact**, to **Contact Center Settings** > **Desktop Options** > **Voice**. This option enables the voice interaction record to be created in **My History** and **Interaction** search screens when there is no associated contact. (GAPI-32758)
- Added a new option, **Redirect / Release calls in Hunt Group**, to **Contact Center Settings** > **Desktop Options** > **Voice**. This option specifies that the agent can redirect/release calls in the Hunt group. (GAPI-32757)
- New options in **Contact Center Settings** > **Desktop Options** > **Voice** enable agents to adjust the alert volume:
  - **Voice Ringtone Volume** - Specify the default volume for the voice ringtone
  - **Voice SIP Preview Ringtone Volume** - Specify the default volume for the voice SIP preview ringtone
  - **WebRTC Ringtone Volume** - Specify the default volume for the WebRTC ringtone

  New options in **Contact Center Settings** > **Desktop Options** > **Chat** enable agents to adjust the alert volume:

  - **Chat Interaction Ringtone Volume** - Set the volume for the chat interaction ringtone
  - **Chat Message Sound Volume** - Set the volume for the chat message sound

  The new option in **Contact Center Settings** > **Desktop Options** > **Email** enables agents to adjust the alert volume:

  - **Email Interaction Ringtone Volume** - Set the volume for the email interaction ringtone (GAPI-32756)
- A new option, **Chat Auto Ready**, is added under **Contact Center Settings** > **Desktop Options** > **Chat**. This option specifies that chat interactions are automatically set to ready state during login.

  A new option, **Email Auto Ready**, is added under **Contact Center Settings** > **Desktop Options** > **Email**. This option specifies that email interactions are automatically set to ready state during login. (GAPI-32755)

Resolved Issues

- The Agent Setup inactivity timeout notification popup no longer blocks the connections of other applications from the same domain. Previously, the inactivity timeout notification popup blocked the web-socket connection of Agent Workspace. (GAPI-34267)
- A new UI for managing supervisors is provided to fix an issue where the check mark for the selected Agent Group supervisor did not appear. (GAPI-34217)
- A new UI for managing supervisors is provided to fix an issue where the supervisors control menu was blocked when 400+ assigned supervisors were added to the Agent Group. (GAPI-34030)
- A new **Supervisors** page is added under **Agents Groups** > **Agent Group** to manage supervisors for an Agent group. To add a supervisor, use the **Add** button instead of the **Drag & drop supervisor here** option. (GAPI-26529)

For private edition

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

May 16, 2022

What's New

- As of May 24, 2022, this release is available for Genesys CX on AWS.
- **AWS only**. The **Run Salesforce Apex on Interaction Events** option is now modified to allow the user to choose one or multiple values from either of the following lists:
  - [Voice - Ringing, Voice - Dialing, Voice - Established, Voice - Released]
  - [Digital - Invited, Digital - Created, Digital - Accepted, Digital - Removed]

  Previously, the user was allowed to choose one or multiple values only from the [Ringing, Dialing, Established, Released] list. (GAPI-34232)

Resolved Issues

- **Azure only**. Fixed the issue with deleting one or multiple RCS certificates. (GAPI-34038)
- Viewing the details of a group of agents no longer overloads the server even when more than 1000 of agents belong to the group. Previously, when attempting to view those details, the page would throw insufficient resources error. (GAPI-33971)
- The **After Call Work** code, on the **Custom Agent States > Manage Custom Agent States** page, now correctly highlights only the code that is selected and not all the codes that have the same name. (GAPI-33887)
- The UI now works fine when the user's browser locale is different from English. (GAPI-33646)
- **Azure only**. **Upload Certificate** under the **Keys Management** menu now uploads the certificate into all regions. The **Upload to all regions** checkbox in the upload page is now removed. (GAPI-33227)
- **Azure only**. The **Blob Storage** > **Generate SAS Tokens** page now displays both the container URL and token for all SAS tokens. The date and time inside the token is displayed in the UTC±0:00 time zone. (GAPI-33015)
- **Azure only**. Selecting the old loaded certificates works fine under the **Keys Management** menu now. But, you cannot select the last uploaded certificate. (GAPI-32484)
- **Azure only**. The **Blob Storage** > **Generate SAS Tokens** page now allows the user to select a date and time to specify when the tokens will be active. The new UI also allows the user to select the time zone. (GAPI-32038)
- The SAML metadata file now gets uploaded successfully to the **SAML** > **SAML Configuration page**. Previously, the upload status was always '**pending**'. (GAPI-31382)
- The **Email Interaction Ringtone Type** option drop-down list now has an additional field that accepts a custom value (URL) to the media file that should be played as a ringtone. (GAPI-30638)

April 07, 2022

- 9.0.000.96 available April 07, 2022

Resolved Issues

- Viewing the details of a group of agents no longer overloads the server, even when thousands of agents belong to the group. Previously, when attempting to view those details, the page would throw an insufficient resources error. (GAPI-33971)
- The **After Call Work** code, on the **Custom Agent States > Manage Custom Agent States** page, now correctly highlights only the code that is selected and not all the codes that have the same name. (GAPI-33887)

March 22, 2022

What's New

- As of March 23, 2022, this release is available for Genesys CX on Azure.
- **AWS only**. Added a new option, **`outbound.push-preview-mode`**, to **Desktop options > Outbound**. This option enables Outbound Push Preview campaigns to run in regular or direct mode. (GAPI-31321)
  More info:

Resolved Issues

- **Azure only.** Agent Setup now continues to function during Tenant maintenance and when network issues occur. Previously in these scenarios, in some circumstances, the Agent Setup UI became non-functional. (GAPI-33753)
- Fixed an issue in the **Business Attribute Values** and **Skills** windows where the input fields would remain active after clicking the **Save** button. (GAPI-31515)
- **AWS only**. Agent Setup now only accepts IdP metadata XML files which contain the `IDPSSODescriptor` element. (GAPI-31267)
- **AWS only**. Fixed an issue where the Access Group UI would incorrectly display all remaining Access Groups after an Access Group was removed from the list. (GAPI-31223)
- **AWS only**. Fixed an issue where the user could see Agent Setup even when the Role-Based Access Control (RBAC) mode was disabled for specific Access Groups. (GAPI-31116)
- **AWS only**. Added a new value `FAILED`, to the **Action Search** drop-down list in the **Audit** page tab. (GAPI-31063)
- The global **Save** button for **Contact Center Settings** is now always visible in the UI. Previously, for many areas of Agent Setup, the **Save** button was visible only when you scroll to the very bottom of the window. (GAPI-30598)

March 21, 2022

- 9.0.000.95 available March 21, 2022

For private edition

- As of March 31, 2022, all Resolved Issues found in Agent Setup (with the exception of GAPI-33753) are now also available for Private Edition.

February 23, 2022 Azure

What's New

- Agent Setup now provides the ability to create access tokens in order to access Azure Blob Storage containers. Also related, Agent Setup now has the ability to create Account SAS Tokens. These tokens are needed to search for recording blobs with the help of tags. These tags can include creation dates for the blobs. *Please contact Genesys to enable this feature*. (GAPI-31664) (GAPI-26277)
  More info:
- Added a new option **outbound.push-preview-mode**, to **Desktop options > Outbound**. This option enables **Outbound Push Preview** campaigns to run in regular or direct mode. (GAPI-31321)
  More info:
- Agent Setup now provides the ability to upload and manage Public and Private keys used to encrypt recordings. Also related, Multiregional support for certificates is now available. This feature enables a certificate to be uploaded to all regions where the tenant is deployed. *Please contact Genesys to enable this feature*. (GAPI-30763) (GAPI- 29341)
  More info:

Resolved Issues

- Agent Setup now only accepts IdP metadata XML files which contain the `IDPSSODescriptor` element. (GAPI-31267)
- Fixed an issue where the **Access Group** UI would incorrectly display all remaining Access Groups after an Access Group was removed from the list. (GAPI-31223)
- Fixed an issue where the user could see Agent Setup even when the Role-Based Access Control (RBAC) mode was disabled for specific Access Groups. (GAPI-31116)
- Added a new value `FAILED`, to the Action Search drop-down list in the Audit page tab. (GAPI-31063)

Known Issues

- If you uncheck the **Upload to all regions** checkbox under the Keys management menu when uploading a certificate, you will be unable to load the same certificate to a secondary region later.
  Workaround: Always check the Upload to all regions checkbox if you have more than one region but, in situations where the certificate has only been uploaded to the primary region, you must generate a new certificate in order to upload to all regions. (GAPI-33227) (GAPI-33226)

February 01, 2022

- 9.0.000.92 available February 01, 2022

For private edition

- As of February 1, 2022, all Resolved Issues found in Agent Setup are now also available for Private Edition.

November 04, 2021

What's New

- As of November 10, 2021 this release is available for Genesys CX on Azure.

Resolved Issues

- Now, deleting skills or a skills folder from the **Manage Skills** window no longer causes the page to hang. Previously, when attempting to delete these items, the page would occasionally stop responding when the **Save** button was clicked. (GAPI-30543)
  More info:
- Now, the **External URLs** count displays correctly. Previously, discrepancies would display between the **URLs List** and the **save changes** window. (GAPI-30291)
  More info:
- Fixed an issue where, in certain circumstances, changes are not saved to the **Users** tab after the **Save and close** button is clicked. Previously, when attempting to save changes in this tab, the `Failed to update user` error appeared. (GAPI-29782)
  More info:
- Fixed an issue where **Agent States** were not appearing in alphabetical order within **Agent Groups**. (GAPI-29343)
  More info:

October 14, 2021

- 9.0.000.90 available November 16, 2021

What's New

- As of October 19, 2021 this release is available for Genesys CX on Azure.
- A new option, **Click-to-dial**, has been added to manage outgoing click-to-dial calls. This option is used to enable or disable the click-to-dial feature for agents, when required. (GAPI-30814)
  More info:
- The description of the option, **Activity Log on Screen Pop** has been updated to improve clarity. (GAPI-30815)
  More info:
- From the **Agent Group** menu, customers can now export Agent Groups. (GAPI-28364)
  More info:
- **Azure only.** Agent Setup now supports voicemail management through voicemail **Profiles** and **Mailbox Settings**. Please contact Genesys to enable this functionality. (GAPI-23719)
  More info:

Resolved Issues

- As of October 14, 2021, GAPI-29947 (which was previously deployed on https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Agent_Setup#Agent_Setup-9.0.000.89">https://all.docs.genesys.com/ReleaseNotes/Current/GenesysEngage-cloud/Agent_Setup#Agent_Setup-9.0.000.89">September 16, 2021 on Azure and Private Edition) is now also available on AWS.
- Now, the **Auto Not Ready Reason** setting that is configured within Agent Setup behaves correctly in Agent Workspace. Previously, the agent was placed in the incorrect **Not Ready** status even though this setting had been configured. (GAPI-29186)
- Fixed an issue where any new modifications made to the **Agent Group** options would reset the custom configuration. (GAPI-29413)
- Fixed an issue where upper-level **Contact Center Settings** or **Agent Group** options were not displayed as “(default)” if they were not set in lower-level **Agent Group** or **User** options. (GAPI-29317)

September 16, 2021 Azure

- 9.0.000.89 available September 17, 2021

Resolved Issues

- Now, all Agent Setup Roles have the ability to delete **Favorites** from the **Favorites Pool**. (GAPI-29947)
  More info:
- Fixed an issue in Desktop Statistics where predefined statistics were not displaying correctly within the Agent Statistics and the Contact Center Statistics. (GAPI-28872)
  More info:

For private edition

- As of October 29, 2021, Agent Setup supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1933)

July 22, 2021 aws Azure

Resolved Issues

- Added a new validation into the **Edit User** form for identifying whitespace characters. (GAPI-28830)
  More info:
- Now, Agent options are properly synched with Agent Group options. Previously, in certain scenarios, the Uri field for the User would display incorrect information causing a login failure for the Agent. **Note:** if there are any conflicts between the Agent Groups options, the last Agent Group settings are taken. (GAPI-28798)
  More info:
- Added a new value, `First Name Last Initial ($Agent.FirstNameLastInitial$)`, to the **chat.nickname** option. (GAPI-28710)
  More info:
- Now, when all action codes are manually selected together, Agent Workspace properly displays all option values. (GAPI-28596)

More info:

- Fixed an issue where the **SIP Phone Type** would not update if there were discrepancies in any manually-configured DN information. (GAPI-27992)
  More info:

May 27, 2021

- 9.0.000.84 available June 30, 2021

What's New

- In the **Agent Groups > Agent Group** menu, the **Origination DNs** and **Annex** buttons can now be found under the **General Info** options. Previously, these buttons were found under the **Agents** options. (GAPI-27881)
  More info:
- A folder structure now appears during the **Origination DN** selection process in **Agent Groups**. This new folder structure displays the full path to the Origination DN, making the Line of Business more clear during the DN selection. (GAPI-27737)

Resolved Issues

- An issue where, in certain scenarios, some Administrators could not see Agent Setup tab options while editing has now been fixed. (GAPI-27855)
- Fixed an issue where, in certain scenarios, exporting a large number of users caused the system to hang, and the export to not complete. (GAPI-27636)
- The default value for the **Can One Step Transfer** option found in **Desktop Options > Email**, is now set as `true`. Previously, the default value for this option was set as `false`. (GAPI-27508)
  More info:
- The default value for the **Workbins** option found in **Desktop Options > Channels**, is now set as `false`. Previously, the default value for this option was set as `true`. (GAPI-27422)
  More info:
- When managing **Favorites**, using a space or underscore in the **Category** field is now permitted. (GAPI-27270)
  More info:

For private edition

- Starting with this release, Agent Setup 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-27825)
  More info:

April 22, 2021

What's New

- Introduced the following new option in the tab of the Gplus Salesforce section:

- **Apex Data** — Specifies a comma-separated list of the userData key names that are delivered to Salesforce Apex. (GAPI-27343)
  More info:

Resolved Issues

- Fixed an issue where the long Business Attribute value would not display in full, once selected. (GAPI-27354)
- The Validation rule for the Agent Page Limit option has been updated to now allow for a numeric entry of 10 to 50. (GAPI-27173)
- Added new input validations to all statistic creation fields to help ensure data compliance. (GAPI-27170)
- Replaced error status code 503 with error status code 403. Previously, error status code 503 displayed when the voicemail service was not configured. Now, error code 403 displays when the voicemail service is not configured. (GAPI-27022)

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