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Genesys Multicloud CX Release Notes

CX Contact Release Notes

8/31/2024

Contents

- 1 August 02, 2024
 - 1.1 What's New
 - 1.2 Resolved Issues
- 2 July 10, 2024
 - 2.1 What's New
 - 2.2 Resolved Issues
- 3 March 15, 2024
 - 3.1 Resolved Issues
- 4 January 11, 2024
 - 4.1 What's New
 - 4.2 Resolved Issues
- 5 October 06, 2023
 - 5.1 What's New
 - 5.2 Resolved Issues
 - 5.3 For private edition
- 6 June 08, 2023
 - 6.1 Resolved Issues
- 7 February 24, 2023
 - 7.1 What's New
 - 7.2 Resolved Issues
- 8 October 17, 2022
 - 8.1 What's New
 - 8.2 Resolved Issues
- 9 July 19, 2022
 - 9.1 Resolved Issues
 - 9.2 For private edition
- 10 July 18, 2022
 - 10.1 What's New
 - 10.2 Resolved Issues

-
- 11 May 24, 2022
 - 11.1 Resolved Issues
 - 12 May 02, 2022
 - 12.1 For private edition
 - 13 April 25, 2022
 - 13.1 What's New
 - 13.2 Resolved Issues
 - 14 February 28, 2022
 - 14.1 What's New
 - 14.2 Resolved Issues
 - 15 December 08, 2021
 - 15.1 What's New
 - 15.2 Resolved Issues
 - 16 October 29, 2021
 - 16.1 For private edition
 - 17 October 11, 2021
 - 17.1 What's New
 - 17.2 Resolved Issues
 - 18 July 21, 2021
 - 18.1 What's New
 - 18.2 Resolved Issues
 - 19 June 30, 2021
 - 19.1 What's New
 - 19.2 Resolved Issues
 - 20 May 05, 2021
 - 20.1 What's New
 - 20.2 Resolved Issues
 - 21 May 03, 2021
 - 21.1 What's New
 - 21.2 Resolved Issues
 - 22 March 31, 2021
 - 22.1 What's New
 - 23 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 | | | | |
| August 2, 2024 |  |  | | Support for Terraform exports | 100.0.036.0002 |
| July 10, 2024 |  |  | | Support for Elasticsearch 8.x, Redis 7, RHEL 9, and Kubernetes 1.28. | 100.0.036.0001 |
| March 15, 2024 |  |  | | Resolved issues. | 100.0.035.0004 |
| January 11, 2024 |  |  | | Support for two sets of Pretty Good | 100.0.035.0003 |

| Available | Genesys CX on | | Private edition | Highlights | Release |
|-------------------|---|---|---|---|----------------|
| | | | | Privacy (PGP) encryption keys. | |
| October 6, 2023 |  |  | | This release contains new features, improvements, and fixes. | 100.0.034.0003 |
| June 8, 2023 |  |  | | Resolved issues. | 100.0.033.0003 |
| February 24, 2023 |  |  | | This release contains new features, improvements, and fixes. | 100.0.032.0005 |
| October 17, 2022 |  |  |  | This release contains new features, improvements, and fixes. | 100.0.031.0006 |
| July 19, 2022 |  |  |  | Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Resolved issue. | 100.0.030.0004 |
| July 18, 2022 |  |  | | This release contains performance improvements, resolutions for a few issues, and improvements to list | 100.0.030.0003 |



| Available | Genesys CX on | | Private edition | Highlights | Release |
|----------------|---|---|---|--|------------------|
| | | | | automation and analytics. | |
| May 24, 2022 |  |  | | <ul style="list-style-type: none"> Improved support for partitioning Resolved issues related to exporting of CX Contact analytics data and more... | 100.0.029.0004HF |
| May 2, 2022 | | |  | Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Beta Program support for Genesys Multicloud CX private edition deployments on GKE. | 100.0.029.0005 |
| April 25, 2022 |  |  | | <ul style="list-style-type: none"> Auto-purge records Retain records in a | 100.0.029.0004 |

| Available | Genesys CX on | | Private edition | Highlights | Release |
|-------------------|---|---|-----------------|---|----------------|
| | | | | <ul style="list-style-type: none"> contact list • Validate selection rules • and more... | |
| February 28, 2022 |  |  | | <ul style="list-style-type: none"> • Variable Email Templates • A new option to change time zones for schedules • Improvements to how filters work in CX Contact Analytics • Various issues related to import and export of files in automation jobs and analytics are resolved • Performance improvements and more... | 100.0.029.0002 |
| December 8, 2021 |  |  | | <ul style="list-style-type: none"> • Custom Compliance rules support priority settings • Content field is now aggregated | 100.0.028.0003 |

| Available | Genesys CX on | | Private edition | Highlights | Release |
|------------------|---|---|---|--|----------------|
| | | | | <p>in the NEXDR and NEXCONV indexes</p> <ul style="list-style-type: none"> • Dial Manager now includes partition data for NEXDR and NEXCONV indexes • A new check box to enable encryption when exporting Jobs • Support for Digital Signature Algorithm (DSA) and ElGamal user public keys for encryption • and more... | |
| October 29, 2021 | | |  | <p>CX Contact 100.0.028.0001</p> <p>Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.</p> | 100.0.028.0001 |
| October 11, 2021 |  |  | | <ul style="list-style-type: none"> • A new index for SMS/ Email conversations. • Support for | 100.0.027.0004 |

| Available | Genesys CX on | | Private edition | Highlights | Release |
|---------------|---|---|-----------------|--|------------|
| | | | | <ul style="list-style-type: none"> single-tenant Configuration Server. • Customizable Attempt Rules using custom Java Script expressions. • Support for non-standard Postgre SQL ports. • Ability to export Analytics dashboards and panels to PDF or CSV files. | |
| July 21, 2021 |  |  | | <ul style="list-style-type: none"> • The Suppression List expiration property is preserved. • Various issues are resolved. | 9.0.026.04 |
| June 30, 2021 |  |  | | <ul style="list-style-type: none"> • Create Consent Lists containing information about customers who have explicitly consented to receive | 9.0.026.03 |

| Available | Genesys CX on | | Private edition | Highlights | Release |
|----------------|---|---|-----------------|--|------------|
| | | | | <p>outbound calls, emails, or SMS messages.</p> <ul style="list-style-type: none"> • Optionally use Sender ID-level suppression for SMS and Email channels. • External Pre-Dial Validation, enabling the addition of a custom pre-dial validation step (a type of Compliance Rule) together with or in place of standard CX Contact pre-dial validation. | |
| May 5, 2021 |  |  | | Corrections to the partitioning functionality. | 9.0.025.05 |
| May 3, 2021 |  |  | | <ul style="list-style-type: none"> • Support for partitions. • Support for preprocessing before list import. | 9.0.025.04 |
| March 31, 2021 |  |  | | Support for Genesys Engage cloud on Azure | 9.0.024.04 |

August 02, 2024  

What's New

- CX Contact Data Mappings can now be exported to Terraform format to simplify migrations. (CLOUDCON-19412)
- Third-party software libraries are updated to resolve vulnerabilities.

Resolved Issues

- Updates to existing Filtering Rules completes successfully now. Previously in Cloud-based environments, such updates sometimes displayed an *Access Denied* error. (CLOUDCON-19987)
- Bolivian phone numbers (+591 country code) are now ingested as expected into Contact Lists. Previously, such phone numbers were rejected with the error message, *No devices found*. (CLOUDCON-19957)



July 10, 2024  

What's New

- CX Contact now supports Elasticsearch version 8.x for Outbound Analytics. (CLOUDCON-19842)
- CX Contact now supports Kubernetes 1.28. (CLOUDCON-19425)
- CX Contact now supports Red Hat Enterprise Edition 9 OS as a host OS where CX Contact containers can be executed. (CLOUDCON-19418)
- CX Contact now supports Redis 7. (CLOUDCON-19415)
- Third-party software libraries are updated to resolve vulnerabilities.



Resolved Issues

- CX Contact now correctly imports phone numbers for Argentina. Earlier, importing Argentinian phone numbers displayed an error, *Device has an invalid exchange*. (CLOUDCON-19908)
- The performance of the API request to add a new contacts to an existing contact list using the Append and Update mode is improved. (CLOUDCON-19867)
- In cases where the CX Contact List Automation Job imported input file(s) successfully but did not remove the input file(s) from the remote SFTP Server after the import, the Automation Job is completed with a *Partial Success* message. Earlier, the job was marked as *Success* even when the input files were not removed from the remote SFTP server. (CLOUDCON-19863)
- When editing single or multiple records in Contact List Details View, CX Contact now correctly supports setting call result to *Unknown*. Earlier, this call result was not available in the drop-down selector. (CLOUDCON-19505)
- CX Contact now improves resilience of system automation jobs execution (for example, jobs used for daily purge of contact lists) in some rare scenarios when hosts where CX Contact components run are out of NTP sync. (CLOUDCON-19466)
- CX Contact Outbound Analytics now filters out information about execution of internal synthetic transactions (health checks). (CLOUDCON-17345)

March 15, 2024  

Resolved Issues

- The Contact List field **State Code** (`cd_state_code`) is now extended to hold 3 characters. This extension allows to properly store names of Australian regions such as *NSW* (New South Wales) and *QLD* (Queensland) in this field. Previously, regions and state names which contained more than 2 characters were trimmed to the first two characters when stored in the **State Code** field. (CLOUDCON-19488)
- The warning message about CKEditor upgrade is no longer shown on the UI when an email's content is edited in the **Campaign Group**, **Campaign Templates**, or **Dialing Profile** dialogs. (CLOUDCON-19478)
- Import files are now always deleted after a successful import by List Automation Job, if the **delete file after import** checkbox is selected in the configuration of List Automation. Previously, import files were not deleted even if the **delete file after import** checkbox was selected, in case if complex search/replace criteria was specified in the Data Mapping of the target Contact List and preprocessing operation had failed for some input lines. (CLOUDCON-19472)

January 11, 2024  

What's New

- CX Contact now supports configuration of two sets of PGP keys (expiring and non-expiring) which are used to exchange encrypted files over SFTP. Configuration of expiring set of keys has a higher priority over non-expiring. (CLOUDCON-19367)

Resolved Issues

- Date entries in the Suppression Lists (`created_date` and `modified_date`) are now correctly converted to user's local time zone. (CLOUDCON-19356)
- Call Results are now shown correctly in the Contact Lists in **List Details View**. Previously, Call Result **Ok** (integer value 0) was incorrectly displayed as **Unknown** (integer value 28). (CLOUDCON-19301)
- The operation **Edit Multiple Records** in CX Contact - **List Details View** is now completed successfully when viewing filter is defined using the **SQL** option and **Where** part of the filtering expression is present. Previously, such operation would have failed with an error 403 (Forbidden). (CLOUDCON-19150)

October 06, 2023  

What's New

- CX Contact now supports Elasticsearch 7.17. (CLOUDCON-18564)
- CX Contact is now more resilient to temporary outages or disconnects of Elasticsearch. CX Contact components take additional measures to ensure none of the Outbound Analytics entries are lost in the event of Elasticsearch temporary unavailability. (CLOUDCON-18566)
- The Device Mapping create or edit dialog now shows the device type (for example, **Work Phone** or **Home Phone**) in addition to the device number (for example, **Device1** or **Device2**) when defining mapping for each field. (CLOUDCON-18839)

Resolved Issues

- The import speed of Excel files has been improved. Previously at times, it took too long to import an Excel file. (CLOUDCON-19027)
- CX Contact now correctly processes an input record that contains an apostrophe symbol in any text field (for example, **O'Brien** in the **Last Name** field). Previously, such record would have been erroneously omitted. (CLOUDCON-18968)
- For email campaigns of type *Variable Template*, CX Contact now assigns each email interaction to the correct message template, in strict accordance with the template selection expression. Previously in some rare cases, CX Contact could not determine which message template must be utilized for a particular email interaction and erroneously applied the default template. (CLOUDCON-18916)
- For email campaigns, CX Contact now properly replaces all personalization variables in the content or subject of the message with the correct values for each email interaction. Previously, CX Contact could not properly determine the personalization variables, in case if one variable was a substring of another (for example, **password** and **password2**). As a result, variable **password2** was replaced with a value from the **password** field with a static **2** added. (CLOUDCON-18871)
- CX Contact can now properly detect and handle failed automation jobs caused by the CX Contact restart during the maintenance event. Previously, such jobs could stop responding in this scenario. (CLOUDCON-18907)
- CX Contact now always stores partition information in Outbound Analytics for tenants with enabled partitioning. Previously in some rare cases, partition information was not stored in Outbound Analytics, for example, in Contact index. (CLOUDCON-18624)
- The CX Contact UI now correctly displays **Created Date** in the Suppression List Search view in the time zone specified in Settings. Previously, the date/time values in this column were displayed in the time zone specified on the user's host or browser. (CLOUDCON-18578)

For private edition

- The log rotation setting (true or false) now correctly reflects the logical state (log rotation **on** and log rotation **off**). Previously, those settings were incorrect. (CLOUDCON-18693)

June 08, 2023



Resolved Issues

- An issue that caused Data Upload Jobs to show **FAIL** with the HTTP error *invalid_token* is resolved. (CLOUDCON-18468)
- The DIDR Index now includes the First Name values when using the copy-contact operation. (CLOUDCON-18384)
- An issue that caused the Campaign Group Pre-loading to fail with the error *invalid_token* is resolved. (CLOUDCON-18377)
- An issue that prevented CX Contact Analytics from displaying the custom Outbound Analytics Dashboard for list automations configuration is fixed. (CLOUDCON-18299)
- CX Contact now includes SMS Opt out contacts in the SMS & Email Outbound Analytics Dashboard and *CXContactSMSOptOut* Suppression list. Previously, the Opt out contacts were missing from the SMS & Email Outbound Analytics Dashboard and *CXContactSMSOptOut* Suppression list. (CLOUDCON-18122)
- Trigger Rules now accept email addresses ending with **.co.uk**. (CLOUDCON-18046)
- Trigger Rule notifications via email now include Macro Variables. (CLOUDCON-17885)
- Test SMS messages are now formatted with proper spacing and line breaks. (CLOUDCON-17822)

February 24, 2023



What's New

- Do Not Contact Dates are now partition-specific. (CLOUDCON-17299)
- CX Contact now supports Plain Text and Multi-Part Email content types. (CLOUDCON-16938)
- CX Contact now supports an **Use RAW format (Advanced)** property in Email Variable Content. (CLOUDCON-16936)

Resolved Issues

- SMS content no longer adds a space before and after the label names in the Content section. (CLOUDCON-17489)
- The error that appeared when editing an email campaign group and applying the change for the second time is no longer displayed. (CLOUDCON-17487)
- CX Contact now properly handles schedules that reference deleted or non-existent campaign groups. (CLOUDCON-17468)
- CX Contact now displays logged in user in a standard *First Name Last Name* format. (CLOUDCON-17452)
- The issue with email campaign templates not saved when HTML was used has been resolved. (CLOUDCON-17378)
- When running a contact trace, the error that occurred when running the trace on the **Device Field** Outbound Analytics has been resolved. (CLOUDCON-17377)
- When creating new email dialing profiles, multiple email contents can be created and saved. Earlier, the save option was not displayed when there were more than six open tabs. (CLOUDCON-17326)
- The extended Campaign Group status is displayed when Alt is pressed and when hovering over a status bulb. (CLOUDCON-17297)
- CX Contact now sends the Test SMS with the Sender ID defined in the respective **Variable SMS Content** tab. (CLOUDCON-17287)
- A warning message, "*Warning! The Partitioning will be disabled/enabled!*" is now displayed to verify when partitions are disabled. (CLOUDCON-17235)
- When the **Campaign Dashboard Lists/ Filtered** statistic is updated to reflect when the Device Escalation and/or Filtering Rule were applied to a campaign group. (CLOUDCON-17025)
- The incorrect SMS notification message that appears when editing email templates has been removed. (CLOUDCON-17009)
- The Attempt Rules now correctly display the time zone source setting when the **Count Attempts Between Time** option is enabled. (CLOUDCON-16979)
- The Send Campaign Group automation job now supports trigger rules with the Automation Job Completed type and Calling List Import sub-type. (CLOUDCON-16958)
- When using Consent Lists, the Suppression & Consent List Search for records in Suppression lists, data is not visible when data is encrypted within the tenant. (CLOUDCON-15018)

October 17, 2022



- 100.0.031.0006 available October 17, 2022
- Helm charts and containers


What's New

- In SMS messaging, it is now possible to override the default keywords and add custom ones for the options **Help** and **Opt out**. (CLOUDCON-16281)
More info:
- CX Contact now includes a new type of selection rule named Shared Expression. This selection rule allows you to update conditions in a selection rule and apply them to multiple campaign groups. Previously, each campaign group had to be edited to apply changes. (CLOUDCON-16144)
More info:
- CX Contact now supports a Trigger rule feature that notifies you of various successful or failed events related to jobs, lists, or campaign groups. (CLOUDCON-16097)
More info:
- The NEXDR (SMS/Email Records) and NEXCONV (SMS/Email Conversations) Analytics indices now include the following fields to support trigger rules: **isTest**, **triggerRuleName**, and **triggerEventID**. (CLOUDCON-16809)
- The Device Import Detail Records dashboard now includes details of imports that failed because of a blank device field. (CLOUDCON-16897)

Resolved Issues

- The CX Contact UI displays new error messages when the size of a dialing profile or the number of tabs allowed in a campaign group exceeds the allowed limit. When the size of a dialing profile exceeds 512 KB, the following error message is displayed: **Dialing profile size exceeds 512 KB. Please split the content between multiple Dialing profiles.** The following error message is displayed when the number of tabs in a campaign group or template exceeds 30: **Campaign group number of allowed tabs exceeded. Please consider using less conditions per Campaign group.** (CLOUDCON-16545)
- An issue with HTML email content not displaying correctly in the Visual Editor in certain scenarios has been resolved. (CLOUDCON-16392)
- The placement of the button to create new variable alert templates has been changed to improve usability. (CLOUDCON-16228)
- An issue that caused some Push Preview calls to be incorrectly reported with the disposition code Failed has been resolved. (CLOUDCON-15957)
- In the visual email editor, an issue that incorrectly changed the variables **Other10** through **Other19** to **Other1** followed by a letter is now resolved. (CLOUDCON-16854)
- When you use the options **Today** and **Count attempts between times** in compliance rules, attempts made after 12 AM (UTC) for the current date were not counted correctly. This is now resolved. (CLOUDCON-16991)
- An issue that caused the UnsupporteddialMode4forchannelvoice error when you create a campaign group schedule after selecting the **Engage agents first** option for the **Progressive** or **Predictive** dialing modes is now resolved. (CLOUDCON-17012)

July 19, 2022   

- 
100.0.030.0004 available July 20, 2022
- Helm charts and containers

Resolved Issues

- An issue that caused Dial Manager to use an incorrect base URI when accessing other CX Contact components is now resolved. (CPE-4758)

For private edition

- CX Contact supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-4681)

July 18, 2022  

What's New

- Campaign Manager now supports an advanced option to **Calculate duplicates** during the pre-loading of campaign groups. (CLOUDCON-16042)
- CX Contact analytics now allows you to specify a default dashboard per partition for an analytics index in **Settings**. The default dashboard setting was earlier applied to the entire tenant. (CLOUDCON-15906)
- The **New list** and **Edit list** dialogs now contain an option to ignore duplicates when contact list files are imported using list automation. (CLOUDCON-15757)
- Exported contact lists will now include all ten device fields, regardless of whether any records are populated with values. Device fields without values are left blank.

Important

This functionality is not enabled by default and is available only when it is configured.

(CLOUDCON-15689)

- The **New list** and **Edit list** dialogs now include the ability to move input files to a specific file path after the files are imported. (CLOUDCON-15681)
- CX Contact download lists now use the **cd_device_index** field to always assign each device to the same device field as assigned by the list import, regardless of whether it is based on the list header record, input specification, or data mapping. For conflicting device assignments, an overlapping device is assigned to the next available device number field. Previously, devices were assigned to consecutively numbered device fields, even if some were skipped or blank on import.

Important

This functionality is not enabled by default and is available only when it is configured.

(CLOUDCON-15273)

Resolved Issues


- An issue that caused list automation to fail with the `search_phase_execution_exception` error because of incorrect sorting of call result records is now resolved. (CLOUDCON-16072)
- CX Contact no longer displays a file format error when the extension of a contact list file is in upper casing. (CLOUDCON-15871)
- An issue that caused certain contact suppression lists to be incorrectly removed from campaigns is now resolved. (CLOUDCON-15867)


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- Performance of the List rules UI has been improved. (CLOUDCON-16119)

May 24, 2022  

Resolved Issues



- An issue that caused the export of analytics data to fail in certain scenarios is now resolved. (CLOUDCON-15886)
- CX Contact now has improved support for partitioning related to lists, list automation jobs, and analytics. (CLOUDCON-15838, CLOUDCON-15840, CLOUDCON-15842, CLOUDCON-15843)
- An issue that caused the **callTime** and **scheduledTime** fields to be incorrectly populated for the call results **Cancel Record** and **Do Not Call** when the **Analytics Call Result Records** reports are generated using list automation is now resolved. (CLOUDCON-15767)

May 02, 2022 

- 
100.0.029.0005 available May 02, 2022
- Helm charts and containers

For private edition

- As of July 13, 2022, CX Contact is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- As of March 31, 2022, CX Contact supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-3659)

April 25, 2022  

What's New

- The **Contact Lists** view now includes a new column named **Retention**, for each contact list. If a value is not specified for retention, the default value, **Permanent**, is set. (CLOUDCON-15379)
- The **New List** and **Edit List** dialogs now include the ability to specify a retention period for records in a contact list and an advanced selection rule to define the criteria for deletion of records. (CLOUDCON-15378)
- You can now specify record retention and selection rules for the action types **Import File** and **Send Campaign Group** when the **Append Type** field is set to **New List Only**. Once a list is created, you can edit the properties of the list by using only the **Edit List Automation** dialog. (CLOUDCON-15380)
- CX Contact now supports the validation of a selection rule when you are creating one of the type **Selection (Contact)** or **Selection (Advanced)**. The new **Validate** button performs a rule validation and indicates whether the rule validation is completed successfully or has any errors. (CLOUDCON-15365)

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- When you export analytics panel data, all time fields except for the **@timestamp** field are now in the time zone and format specified in **Settings**. To preserve the existing behavior for these time fields, set the **Reports default timezone** field to **GMT** in **Settings**. (CLOUDCON-15331)

Resolved Issues

- Contact attempts with a result of SIT Invalid Num are now correctly handled by compliance rules. (CLOUDCON-15140)
- For variable email templates (a new feature introduced in the CX Contact 100.0.029.0002 release), CX Contact APIs now prevent the saving of Dialing Profiles, Campaign Templates, and Campaign Groups that exceed 512 KB in size. (CLOUDCON-15132)
- In CX Contact Analytics, the behavior for the **Last 24h** filter is now corrected. When you apply the filter, records from the last 24 hours are filtered and displayed instead of records from midnight (for the current day). (CLOUDCON-14919)
- CX Contact now updates the **content** field in the NEXDR index, so that a correct message from the corresponding INFO, HELP, STOP, or FREEFORM event displays in the SMS/EMAIL Record Dashboard in CX Contact Analytics. Previously, the **content** field always included the text of the Initial Message. (CLOUDCON-14570)

February 28, 2022  

What's New

- On the Campaign Dashboard, the display of filter and list numbers in the upper-right corner of the affected cells now takes into account whether device escalation is enabled at the Campaign Group level. (CLOUDCON-14855)
- Campaign Dashboard statistics now take into account device escalation settings. (CLOUDCON-14854)
- When Campaign Groups are created using list automation, unsupported characters are now ignored, just like how they already were in the UI. (CLOUDCON-14853)
- The **Complete if no more records** check box is added to the campaign template settings. (CLOUDCON-14823)
- CX Contact now supports variable email templates, enabling a campaign group to send variable email messages based on user-defined fields and expressions. (CLOUDCON-14534)
- The number of email variable template tabs that can be created in the UI is now limited to 30. (CLOUDCON-14821)
- The **exists** filter is now supported when exporting CX Contact Analytics data using a list automation job. (CLOUDCON-14804)
- When applying filters to data, CX Contact now prioritizes panel-level filters over dashboard filters, if both filters are present. (CLOUDCON-14723)
- CX Contact Analytics now supports dashboard filters with the type **querystring**. (CLOUDCON-14650)
- The naming convention for export files from list automation jobs is now based on the tenant's time zone instead of GMT/UTC. (CLOUDCON-14608)
- The header value \$GSW_RECORD_HANDLE is now supported in external pre-dial validation headers. (CLOUDCON-14595)
- In the main Campaigns view, **Ctrl+click** now switches to List view. (CLOUDCON-14593)
- When you create or edit a schedule now, the **Global** toggle allows you to switch between global and local time zones. (CLOUDCON-14541)

Resolved Issues

- An issue involving certain filter definitions in CX Contact Analytics is now resolved. (CLOUDCON-14890)
- An issue which caused the import of **.zip** files to CX Contact to fail in certain cases is now resolved. (CLOUDCON-14811)

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- An issue with setting the dial mode configuration from the CX Contact UI is now resolved. (CLOUDCON-14736)
 - An issue with the line feed character missing from the last record in export files from CX Contact Analytics is now fixed. (CLOUDCON-14698)
 - In List Automation, when using the **Crontab** option for the Schedule, it is now required to select the time zone in which the Crontab should execute. This may cause the start time to change for any existing automation jobs. (CLOUDCON-14645)
 - An issue which prevented sample data to be displayed in certain cases while importing a calling list is now resolved. (CLOUDCON-14519)
 - CX Contact no longer displays an error when a campaign group that has more than one calling list is updated after applying a dialing filter to a calling list. (CLOUDCON-14499)
 - For SMS and Email attempts in CX Contact Analytics and SMS/Email records, **callResult** is now set to **Ok** as soon as an attempt is made. If a timeout error is received within 24 hours, the value will continue to remain **Ok** instead of **System Error**, as there is no confirmation of delivery. Error messages are created to track events and the **provideReceipt** field is set to **Unknown**. (CLOUDCON-15063)

December 08, 2021  

What's New


- When LIFO records are added and then filtered out during pre-loading, their **record_status** is now changed from Retrieved to Cancelled. (CLOUDCON-14421)
- CX Contact Custom Compliance Rules now support priority settings. (CLOUDCON-14390)
- The Call History and Call Result indexes in CX Contact Analytics now include device **mask** information. (CLOUDCON-14389)
- The NEXDR and NEXCONV indexes in CX Contact Analytics are updated to allow the **content** field to be aggregated. (CLOUDCON-14381)
- CX Contact introduces the new **Failed** Compliance disposition value for pre-dial validation connection issues. (CLOUDCON-14363)
- Dial Manager now includes partition data for the NEXDR and NEXCONV indexes in CX Contact Analytics. (CLOUDCON-14335)
- CX Contact now has a **Secure with encryption** check box in the **Export Job** settings to enable the force encrypted/unencrypted export function. (CLOUDCON-14440, CLOUDCON-14308)
- The CX Contact Analytics SMS/Email Conversations index now includes the **providerUpdate** field to show the progress of email delivery statuses, such as OPEN, CLICK, and other events supported by the email provider. (CLOUDCON-14299)
- CX Contact now supports the Digital Signature Algorithm (DSA) and ElGamal user public keys for encryption. (CLOUDCON-14267)
- In CX Contact Campaign Dashboards, the **Agent Group** values in a Campaign Group can now be hidden. (CLOUDCON-14135)
- The CXC **Settings > General > Lists > Default Region** list now includes the regions supported by CX Contact. (CLOUDCON-14105)
- CX Contact users can now define Campaign Group names. Previously, Campaign Groups inherited their name from the Campaign Template. (CLOUDCON-14055)
- CX Contact users can now create Campaign Groups with **Strict Compliance** mode. (CLOUDCON-13567)
- CX Contact now supports SMS Variable Alerts, enabling a single SMS Campaign Group to send variable SMS content, based on user-defined fields and expressions. (CLOUDCON-12681, CLOUDCON-12680)

Resolved Issues

- The CX Contact UI now shows only the **Drop** and **Connect to Destination DN** delivery options when campaigns are configured in IVR Dialing mode using a Route Point. (CLOUDCON-14377)



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- The List Import Activity now includes entries for all List Automation processes. (CLOUDCON-14330)
 - CX Contact's Import File List Automation no longer fails due to artifacts index overflow. (CLOUDCON-14328)
 - SMS message personalization no longer fails when Contact Lists are created using splitting rules. (CLOUDCON-14325)
 - CX Contact now supports importing semi-colon delimited input lists with headers. Previously, using semicolons in input lists caused importing errors. (CLOUDCON-14291)
 - The **Devicetimezone** field in CX Contacts Analytics is no longer blank after running a Call Result report. (CLOUDCON-14232)
 - CX Contact no longer displays an error when users manually add records to an email Suppression List. (CLOUDCON-14188)
 - CX Contact no longer deletes and recreates Silence treatments after non treatment-related changes are made to Campaign Groups. (CLOUDCON-14110)
 - In the **Outbound Analytics** dialog drop-down controls for customizable panels now only include relevant value types. (CLOUDCON-12503)

October 29, 2021 

-  100.0.028.0001 available October 29, 2021
- Helm charts and containers

For private edition

- Starting with this release, CX Contact 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. (CPE-2091)

October 11, 2021  

What's New

- You can now configure the connection timeout value in the validation server for External Pre-Dial Validation Rules. (CLOUDCON-14002)
- CX contact now supports non-standard Postgre SQL ports to assist with the Disaster Recovery solution. (CLOUDCON-13877)
- CX Contact now supports Genesys Configuration Server Single Tenant. (CLOUDCON-13797)
- Improvements to the CX Contact UI means that changes to settings and newly built campaign templates load much faster, with fewer delays. (CLOUDCON-13724)
- An improvement to the Outbound Analytics 'Export All' functionality increases its capacity. (CLOUDCON-13684)
- To optimize loading of the CX Contact Analytics Dashboards, the default time range has been changed from 'A month ago' to 'A day ago'. (CLOUDCON-13681)
- CX Contact now supports Customizable Attempt Rules where custom Java Script expression could be provided as an optional part of the Attempt Rule. (CLOUDCON-13569)
- A new index for SMS conversations is introduced in CX Contact Analytics. All outbound and inbound SMS/Email conversations are now stored in this index. Note that Email is currently reserved for future use. (CLOUDCON-13470)

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- CX Contact now supports exporting Analytics Dashboards to PDF file and Analytics Dashboard Panels to PDF or CSV files for table-based panels using Automation Jobs with the action type Export Analytics Data. (CLOUDCON-13386)

Resolved Issues

- When selecting Custom Time Period in CX Contact Analytics, the CX Contact Dashboard now correctly displays the data. Previously, in this scenario, CX Contact Dashboard did not show any entries. (CLOUDCON-13984)
- When CX Contact runs suppression automation with the Append type "Append and Update" and uploads a list with 0 records, it no longer sets the number of suppression list records to 0. (CLOUDCON-13900)
- Configuration for External Pre-dial Validation Rules has been corrected and now works as expected. Previously, external pre-dial validation was not working after an upgrade to the 9.0.026.03 version of CX Contact. (CLOUDCON-13886)
- The CX Contact UI is improved by providing dynamic port allocation, enabling users to set Number of ports to 0 at the Campaign level. Previously, users could not set Number of ports to 0 at the Campaign level. Also, when users set Number of ports to 0 at the Campaign Template level, the Campaign Group did not inherit the 0 value from the template. (CLOUDCON-13830)
- CX Contact now correctly displays the originally specified label in List Automation with type 'Import file'. Previously in this scenario, CX Contact displayed the 'CXContactDefault' label (CLOUDCON-13746)
- Now, when a single record is edited in the CX Contact List Details view, changes are applied to that record only. Previously, when Search was used to find and edit a single record, CX Contact incorrectly applied the change to all records in that list. (CLOUDCON-13731)

July 21, 2021  

What's New

- CX Contact now disables edit boxes in the UI for **Stop** and **Help** keyword responses if the alphanumeric Sender ID is configured for an SMS Campaign Group. (CLOUDCON-13371)

Resolved Issues

- CX Contact now considers SMS Sender IDs and Email Domains as shared and displays them in the UI for active partitions. Previously, CX Contact did not consider SMS Sender IDs and Email Domains as shared in partitioned environments (not explicitly assigned to any partition) and they were not displayed in the UI, even if an active partition was selected. (CLOUDCON-13572)
- The CX Contact UI displays an error message when input files are found to have unsupported encoding during the upload process. Now, if the input file does not have UTF-8 encoding, CX Contact completes the imported job with status FAILED and displays the following error message: Unsupported input file encoding. (CLOUDCON-13553)
- When an API request is sent to `cx-contact/v3/contact-lists/114/contacts-batch` end-point to add a batch of records to a Contact List, CX Contact's internal object lock is now set correctly and no errors occur. Previously in this scenario, Error code 500 sometimes occurred, due to the internal lock expiring prematurely. (CLOUDCON-13533)
- CX Contact now preserves and correctly sets the Suppression List expiration property when new suppression entries are uploaded into the Suppression List during automation. Previously in this scenario, CX Contact did not preserve the Suppression List expiration property and it was incorrectly set to Today. (CLOUDCON-13494)
- In the **List Details > Advanced** view, CX Contact now correctly displays Contact Lists that are associated with labels defining **Other21** and above fields. Previously, CX Contact displayed only details for the **Other20** and below fields, regardless of the label associated with the Contact List. (CLOUDCON-13458)

What's New

- CX Contact users can now create Consent Lists containing contact information about customers who have consented to receive outbound calls, emails, or SMS messages. The key features of Consent Lists are as follows:
 - Consent contacts by device—Specify one or many devices for a contact.
 - Consent contacts by Client ID—Specify a Client ID for a contact.
 - Use a single consent list for multiple Campaign Groups. (CLOUDCON-12947)
More info:
- CX Contact now provides optional Sender ID-level suppression for SMS and Email channels, which is a more granular level of suppression than global (Tenant-level) suppression. (CLOUDCON-12556)
More info:
- CX Contact now provides External Pre-Dial Validation, which enables you to add custom pre-dial validation step (a type of Compliance Rule) before, after, instead or along with standard CX Contact pre-dial validation. (CLOUDCON-6081)
More info:
- Contact List fields **Other19** and **Other20** are now extended to support a maximum of 4096 characters. (CLOUDCON-12975)
- A new **getDeviceAPI** request enables users to obtain compliance data (such as time zone, country code, area code, landline/mobile, DNC, etc.) for any given device phone number. (CLOUDCON-9614)
- A new panel in the **Outbound Analytics > Device Import Details** dashboard shows geographical distribution of the imported devices on the area map. (CLOUDCON-12682)
- CX Contact users can now change the Campaign Group's status to **Enabled** or **Disabled** on the **Advanced** tab in the **Campaign Group** dialog. (CLOUDCON-13343)
- CX Contact API now enables retrieval of information from the Outbound Analytics indexes using the `/historydata` family of endpoints. (CLOUDCON-13130)
- CX Contact now supports PostgreSQL v13 (CLOUDCON-13085)
More info: <https://docs.genesys.com/Documentation/System/latest/SOE/CXContact>><https://docs.genesys.com/Documentation/System/latest/SOE/CXContact>>Supported Operating Systems Reference Guide
- CX Contact now supports Microsoft Edge Chromium browser, 2020 release. (CLOUDCON-12476)
More info: <https://docs.genesys.com/Documentation/System/latest/SOE/CXContact>><https://docs.genesys.com/Documentation/System/latest/SOE/CXContact>>Supported Operating Environment Reference Guide

Resolved Issues

- Importing Contact Lists using Selection Rules with splitting (Split by Field) now works correctly, regardless of the Output Name Format being used. Previously, imports of this type worked correctly only if the %v format specification was used in the Output Name Format. (CLOUDCON-13408)
- **UI Modification:** CX Contact now displays disabled Campaign Groups in red, with a specific icon and disallows operations over those Campaign Groups. (CLOUDCON-13342)
- When importing Contact Lists, List Builder can now correctly detect the Contact time zone, based on the Contact zip code and country code. (CLOUDCON-13328)
- **API Modification:** When Contact Lists are associated with labels that define the **Other21** and above fields, CX Contact now correctly returns details for these user fields when executing the API request: `GET /contact-lists/{id}/contacts`. Previously in this scenario, CX Contact incorrectly returned the details for only the **Other20** and below fields, regardless of the label associated with Contact List. (CLOUDCON-13115)
- Delivery options for Silence and Fax call results now display (if present) in CX Contact UI dialogs for Campaign Groups, Campaign Templates, and Dialing Profiles. (CLOUDCON-13088)

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- CX Contact users can now delete treatments for Fax and Silence call results after set up. (CLOUDCON-13087)

May 05, 2021  

What's New

- When Partitioning is enabled, Outbound Analytics dashboards now display data only for the active partition. (CLOUDCON-12565)

Resolved Issues

- In environments for which Partitioning is enabled, the Campaign UI now displays one Campaign Group after the user changes the active partition. Previously, the Campaign UI may have displayed several Campaign Groups instead of one. (CLOUDCON-13071)
- Campaign Groups for EMail and SMS media types are now created with the correct Destination DN, obtained from the Session Profile. Previously, such Campaign Groups for EMail and SMS media types, may have been created with no Destination DN. (CLOUDCON-13032)
- CX Contact sometimes failed to preload contacts that were added via API requests due to a violation of the primary key in auxiliary pre-loading table. As a result, Outbound Contact Server was unable to retrieve or process contacts until the affected Campaign Group was stopped, unloaded, and restarted. This issue is now resolved. (CLOUDCON-13012)



May 03, 2021  

What's New

- The new partitioning functionality allows the split of outbound objects in a tenant to logical sections (partitions). Different departments can now store objects under different partitions, so that administrators can only operate with objects (for example, campaigns and contact lists) belonging to their department. See for details. (CLOUDCON-3754)
- CX Contact now supports optional preprocessing of the input file before the List import is executed. (CLOUDCON-12140)
- **API Modification:** CX Contact now expects the **where** query parameter in the **GET /contacts** API request to be encoded with a Base64 format. (CLOUDCON-12473)
- In the Outbound Schedules dialog, CX Contact UI now supports a condition based on the statistical value in the sequential and instant Schedule commands. (CLOUDCON-12211)
- **UI Modification:** Campaign Dashboard statistics now account for cases when a Filtering Rule with a Selection Rule that has a WHERE statement is applied to a Campaign Group or to individual Contact List. (CLOUDCON-11411)
- In the **List Automation Jobs** output file, the name generation for patterns of type **_MMDDYYYY** is now processed correctly. (CLOUDCON-12251)
- In the Outbound Analytics dialog dropdown controls for customizable panels now only include relevant value types. (CLOUDCON-12503)
- Negative values are now supported for the **Selection** rules expressions. (CLOUDCON-12617)
- Small exported ***.csv** files are now handled correctly for **List Automation Jobs** of type **Export Analytics**. (CLOUDCON-12642)
- Call Result Records dashboard in Outbound Analytics now contains the new Boolean field **isFinal**. (CLOUDCON-12785)

Resolved Issues

- Contact list artifacts and import history are now limited to 100 entries. Previously, contact list artifacts and import history were not limited. (CLOUDCON-12810)
- When the Contact History dashboard is exported to a **.csv** file, data in the duration columns now appear in minutes. Previously, the data in the durations columns appeared in milliseconds. (CLOUDCON-12420)
- Suppression list artifacts and import history are now limited to 100 entries. Previously, suppression list artifacts and import history were not limited. (CLOUDCON-12816)
- The Contact List upload preview is now correctly displayed in the List Import dialog for CSV files. (CLOUDCON-12751)
- CX Contact statistics now considers records that have been filtered during pre-dial validation as "Retrying or Failed". Previously, these records were considered as "Delivered". (CLOUDCON-12906)
- An exported CSV file is now properly PGP encrypted. Previously, Outbound Analytics data exported to CSV by the List Automation Job, may not have been PGP encrypted, even if encryption for securing analytical output data was turned On in Settings/ Security. (CLOUDCON-12910)

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](#).