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Genesys Multicloud CX Release Notes

CX Contact 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.

Related documentation:







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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.

First availability	Released for	Highlights	Release number
May 02, 2022		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 contact list • Validate selection rules • and more... 	100.0.029.0004
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

First availability	Released for	Highlights	Release number
December 08, 2021	 	<ul style="list-style-type: none"> • Custom Compliance rules support priority settings • Content field is now aggregated in the NEXDR and NEXCONV indexes • 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... 	100.0.028.0003
October 29, 2021		<p>CX Contact 100.0.028.0001 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 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. 	100.0.027.0004
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 	9.0.026.03

First availability	Released for	Highlights	Release number
		<p>customers who have explicitly consented to receive 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 05, 2021	 	Corrections to the partitioning functionality.	9.0.025.05
May 03, 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

May 02, 2022 



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

For private edition

- 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)
- 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)
- 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)

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- 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)
- 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)
- 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)

June 30, 2021



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 end-

points. (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)
- 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](#).