Genesys Multicloud CX Release Notes

Callback Release Notes

12/3/2025

Contents

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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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 28, 2024	aws	Azure		This release includes resolved issues to Callback.	100.0.009.0005
September 18, 2023	aws	Azure		Important security improvements.	100.0.007.0029
April 27, 2023	aws	Azure		Resolved issues.	100.0.005.0101

Available	Genesys CX on		Private edition	Highlights	Release
August 11, 2022	aws	Azure		• The openFor API has new input and output parameters. • The Callback Create API has new optional parameters. • There is a new value, mode4, that you can use with the EstimatedWaitTime API **mode** parameter. • You can now see your customer site name or **Environment** beside your user name in the Callback UI.	100.0.003.0156
April 21, 2022	aws	Azure		• Feature parity.	100.0.002.2119
March 17, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for	100.0.002.2105

Available	Genesys CX on	Private edition	Highlights	Release
			Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). *Support for deploying all private edition services in a single namespace. • Support for the **enableServiceLinks** Helm chart option. • GES now supports the use of Redis in cluster mode. • Support for a new Prometheus metric for monitoring the database connection. • The **Number of Agents** column has been added to the **Callback Queues** page in the Callback UI. • Updates to the	

Available	Genesys CX on	Private edition	Highlights	Release
			Estimated Wait Time API. • Updates to the **Callback Developer** role. • System-level and performance improvements. • Important security improvements.	
January 13, 2022	aws		• Updates to the Estimated Wait Time API. • Resolved issues.	9.0.051.00
November 4, 2021	aws		Important security improvements.	9.0.050.01
November 3, 2021	Azure		• New **alwaysCheckCapacity** parameter for the Create Callback API. • Important security improvements..	100.0.000.0004
October 7, 2021	aws		New **alwaysCheckCapacity** parameter for the Create Callback API.	9.0.050.00

Available	Genesys CX on		Private edition	Highlights	Release
September 9, 2021				• Support for arbitrary UIDs in private edition deployments on OpenShift. • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE.	100.0.000.0069
August 12, 2021				Security improvements.	100.0.000.0021
July 8, 2021	aws			Resolved issue.	9.0.047.00
June 30, 2021				Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	100.0.000.0008
May 27, 2021	aws			Resolved issues.	9.0.046.00
March 31, 2021		Azure		Support for Genesys Engage cloud on Azure	9.0.044.00

October 28, 2024 aws Azure

Resolved Issues

- The Notification API now resubmits notifications in the case where the Google FCM application fails. (GES-4529)

September 18, 2023 aws Azure

What's New

- Third-party libraries have been updated to improve security. (GES-3821)

Resolved Issues

- Number validation has been updated to include the current dialing codes. (GES-3865)

April 27, 2023 aws Azure

Resolved Issues

- The Open-For API has a parameter, `returnWithinImmediateOfferTime`, which indicates that the API caller would like to know if it is currently within this Virtual Queue's immediate offer hours. Changes have been made so that the API responds correctly regardless of whether there are currently any agents logged in. The `isWithinImmediateOfferTime` parameter is in the response body. For example, if there are no agents logged into a particular VQ but it is within the immediate offers hours for the VQ, the response body parameter, `isWithinImmediateOfferTime`, is set to *true*, indicating it is within the VQ's immediate offer hours. (GES-3123)

- When creating an immediate callback with both `alwaysCheckCapacity` and `checkWithinImmediateOfferTime` set to *true* in Web Callback, calls snoozed or on hold are now counted towards the EWT calculation. (GES-3107)

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

August 11, 2022 aws Azure

What's New

- Genesys has added the following optional parameters to the Callback Create API:

Optional parameter	Type	Description
checkWithinImmediateOfferTime	boolean, default=false	When `true`, and the callback being requested is an Immediate callback, the callback is created only if the

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Optional parameter	Type	Description
		current time is within the Immediate offer time. If the value of **checkWithinImmediateOfferTime** is `false`, Immediate callbacks are always allowed, regardless of the current time of day, as in prior releases.
checkImmediateEnabled	boolean, default=`false`	When `true`, and the callback being requested is an Immediate callback, the callback is created only if **Immediate Enabled**[1] is set to `true` for the callback virtual queue. If the value of **checkImmediateEnabled** is `false`, Callback ignores the value of **Immediate Enabled**, as in prior releases.
checkScheduledEnabled	boolean, default=false	When `true`, and the callback being requested is a Scheduled callback, the callback is created only if **Scheduled Enabled**[1] is set to `true` for the callback virtual queue. If the value of **checkScheduledEnabled** is `false`, Callback ignores the value of **Scheduled Enabled**, as in prior releases.

[1] You configure the parameters for the callback virtual queue in the CALLBACK_SETTINGS data table in Designer. (GES-3026)

- Genesys has added the following input and output parameters to the openFor API:

New input parameters

Parameter	Type	Description
queryImmediateOfferHours	boolean, default=`false`	When `true`, and if **Immediate Offer Hours**[1] is configured for the callback virtual queue, then the API returns: • the number of seconds before the end of the business day for **Immediate Offer Hours**[1] in addition to the **Business Hours**[1] configured for the callback virtual queue. • a new output parameter, **immediateOfferHoursOpenFor**. For more information, see

Parameter	Type	Description
		New output parameters, below. If the value of **queryImmediateOfferHours** is `false`, the API response excludes the **immediateOfferHoursOpenFor** parameter.
returnWithinImmediateOfferTime	boolean, default=`false`	When `true`, the API adds a new output parameter to the API response, **isWithinImmediateOfferTime**. For more information, see **New output parameters**, below. If the value of **returnWithinImmediateOfferTime** is `false`, the API response excludes the **isWithinImmediateOfferTime** parameter.
checkImmediateEnabled	boolean, default=`false`	When `true`, the API adds a new output parameter to the API response, **isImmediateEnabled**. For more information, see **New output parameters**, below. If the value of **checkImmediateEnabled** is `false`, the API response excludes the **isImmediateEnabled** parameter.

New output parameters

Parameter	Type	Description
immediateOfferHoursOpenFor	integer	Only returned if **queryImmediateOfferHours** is set to `true` in the API request. This parameter returns the following values: • If **Immediate Offer Hours**[1] is not configured for the callback virtual queue, the API returns `-1`. • If **Immediate Offer Hours**[1] is configured, but the current time is outside of the configured offer hours, the API returns `0`.

Parameter	Type	Description
		- If **Immediate Offer Hours[1]** is configured and the current time is within the offer hours, the API returns the number of seconds until the end of the business day associated with **Immediate Offer Hours[1]**. **NOTE:** If you specify a value for the https://developer.genesyscloud.com/ reference/engagement/Availability/ index.html#openFor">https://developer.genesyscloud.com/ reference/engagement/Availability/ index.html#openFor">**start** parameter, then that value is used as the current time for any openFor API calculation. However, because some of the new output parameters depend on estimated wait time, and estimated wait time is a real-time calculation, Genesys recommends that you avoid specifying a **start** time when using **queryImmediateOfferHours** or **returnWithinImmediateOfferTime**.
isWithinImmediateOfferTime	boolean	Only returned if **returnWithinImmediateOffertime** is set to true in the API request. Indicates whether Immediate callbacks can be offered based on the current time, the current estimated wait time, and the following settings: - **Immediate Offer Hours[1]**, if configured - **Business Hours[1]**, if **Immediate Offer Hours[1]** is not configured - **Immediate Blackout (minutes)[1]**, if **Immediate Offer Hours[1]** is not configured For more information about those parameters, see .
isImmediateEnabled	boolean	Only returned if **checkImmediateEnabled** is set to true in the API request. This parameter returns the **Immediate Enabled[1]** value that's set for the callback

Parameter	Type	Description
		virtual queue.

[1] You configure the parameters for the callback virtual queue in the CALLBACK_SETTINGS data table in Designer. (GES-3025)

- There is a new value, mode4, that you can use with the EstimatedWaitTime API **mode** parameter. If you select mode4, one of the following is returned for estimated wait time:

  - If at least one agent is ready, the API returns ewt=0, resultCode=0

  - If no agent is logged in, the API returns ewt=-1, resultCode=-2

  - If there are agents logged in, but none are currently ready, the API returns the same value for EWT as is calculated for mode2.

  The EstimatedWaitTime API can determine whether there are agents ready only when you have assigned the virtual queue as the **Origination DN** of an Agent Group. (GES-2867)

- When logged in to the Callback UI, you can now see your customer site name or **Environment** in front of your user name (top-right corner of the UI). (GES-2750)

April 21, 2022

What's New

- As of April 21, 2022, all new features and resolved issues in are now also available on AWS.

- As of April 26, 2022, all new features and resolved issues in and are now also available on Azure.

March 17, 2022

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  100.0.002.2105 available March 17, 2022

- Helm charts and containers

What's New

- This release includes system-level enhancements. (GES-2579)

- A new column has been added to the table on the **Callback Queues** page in the Callback UI. The new column displays the number of agents in each virtual queue. The new column has been added for your convenience only; it might not always match what you see in Pulse. If there are ever any discrepancies between the Callback UI and Pulse, Pulse is always the most accurate source. (GES-2778)

- In previous releases, calls on hold were excluded from the Estimated Wait Time calculation. To control that behavior, this release introduces an optional parameter called **include-calls-on-hold** in the Estimated Wait Time API.

  When the new parameter is set to true, the estimated duration for the calls on hold (such as snoozed callbacks) is included in the Estimated Wait Time calculation.

When the parameter is set to `false` or is not set, calls on hold are excluded from the Estimated Wait Time calculation. (GES-2779)

- Improvements have been made to the overall system performance; the system more efficiently processes Estimated Wait Time (EWT) API requests when multiple virtual queues are included in a single EWT API request. (GES-2903)

Security Fixes

- This release includes important security upgrades made to third-party software. (GES-2715)

Resolved Issues

- If there are more than 5000 callbacks with the same desired time, only the first 5000 retrieved are displayed in the Callback UI. Once that limit is reached, the UI stops trying to load more and displays a message to let you know that there are actually more than 5000 callbacks with that same desired time. Previously in this scenario, the Callback UI continuously tried to load more callback records, despite having a display limit of 5000. (GES-2806)

- The Estimated Wait Time API has been updated. Now, when querying EWT using `mode=mode3`, the API returns EWT=0 if there are agents ready to handle interactions.

  Due to current limitations, the EWT API is unable to determine if there are any agents ready and sitting idle in either `mode=mode1` or `mode=mode2`. (GES-2824)

- An issue has been fixed that sometimes prevented users in the **Callback Developer** role from accessing the **Developer** menu in the Callback UI. (GES-2835)

- Previously, when a callback virtual queue used Business Hours that included an exception and the exception referred to Special Days for which no date range(s) was enabled, then GES generated an error when querying the office hours of that callback virtual queue. This issue has been fixed. (GES-2877)

For private edition

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

- As of March 17, 2022, all new features and resolved issues in are now also available for Private Edition.

- Support for deploying the Genesys Engagement Service (GES) in a single namespace with other private edition services has been implemented. No configuration changes are required to enable this alternative deployment scenario. (GES-2690)

- GES now supports the use of Redis in cluster mode. (GES-2717)

- Genesys Engagement Service now includes a Prometheus gauge called DB_STATUS. The gauge is set to 1 when the database connection is down. (GES-2830)

- Genesys Engagement Service (GES) now includes the **enableServiceLinks** Helm chart option in the `deployment` section of the **values.yaml** file. Use the new option to control whether service information is added to environment variables or not. Valid values are `true` and `false`. The default value is `false`. (GES-2941)

- Callback supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3604)

January 13, 2022 aws

What's New

- The Estimated Wait Time API response now includes a new field `resultCode` for the result of each virtual queue. The field has the following values:

- 0: A valid estimated wait time was returned for the virtual queue.

- -1: The virtual queue provided is not known to the system. Either the provided virtual queue is invalid, or there have been no interactions in the virtual queue since the last time the system restarted.

- -2: The virtual queue is known to the system, but there are currently no agents logged in and therefore no valid estimated wait time can be returned. (GES-2755)

Resolved Issues

- If the ORS session of an incomplete callback is terminated after the callback's purge time, GES will no longer restart the ORS session. Instead, the callback will be moved to the COMPLETED state with the reason being PURGED. (GES-2756)

- Previously, when testing a phone number on the **Permitted & Blocked Numbers** page in the **Callback** UI, a valid phone number was sometimes erroneously labeled as too long or too short when the phone number provided was not a North American number. That issue has been fixed. (GES-2729)

- On the Create Callback API, the error message associated with error code 7055 has been changed from "Desired time can't be honored, wait is too long" to "Desired time cannot be honored – wait time is too long". (GES-2707)

- Previously, certain types of completed callback reasons failed to display in the **Callback** UI. That issue has been fixed. (GES-2674)

- Privileges-related issues have been fixed in the **Callback** UI. (GES-2670)

- Previously, on the Create Callback API, when a routing point was configured for the service in the Designer CALLBACK_SETTINGS data table under the **Routing Point** column, the value of the optional API parameter `routePoint` was ignored, with the default one configured in CALLBACK_SETTINGS being used instead.

  GES now uses the value specified in the optional API parameter `routePoint`, when provided, as the routing point used for the outbound call. (GES-2624)

- When determining if the requested time for a scheduled callback is too close to the current time to be allowed, the estimated duration for all the calls on hold (such as snoozed callbacks) is now included in the Estimated Wait Time (EWT) calculation. Prior to this change, calls on hold were not included in the EWT calculation.

  This change impacts two situations:

  - Callback Create API, when the `alwaysCheckCapacity` option is set to `true`

  - Availability API (always) (GES-2777)

November 04, 2021 aws

Security Fixes

- This release includes important security upgrades made to third-party software. (GES-2715)

November 03, 2021 Azure

What's New

- A new parameter, **alwaysCheckCapacity**, can be passed to the Create Callback API. When used and the value is `true`:

- Scheduled callbacks can be booked only in the future, beyond the EWT duration. For example, if the current time is 13:00 and the EWT is 60 minutes, then the desiredTime in the request must be 14:00 or later. If 13:30 is used, the system returns an error.

- Capacity is checked against the bucket for scheduled callbacks that have a desiredTime equal to the current time. For example, let's say the time now is 15:37 and bucket sizes are 15 minutes. If a desiredTime of 15:37 is used, the capacity for the 15:30 bucket is checked for capacity. Previously, a scheduled callback with a desiredTime equal to the current time was converted to an ASAP callback and capacity wasn't checked.

  The availability API will check the capacity of a bucket regardless of the state of the callback. Only COMPLETED callbacks do not count towards the capacity.
  (GES-2664)

Security Fixes

- This release includes important security upgrades made to third-party software. (GES-2715)

Resolved Issues

- An issue has been fixed that sometimes caused an out-of-memory error during GES startup. The issue occurred only in deployments where GES had to recover 600k+ callbacks from the database during startup. (GES-2546)

October 07, 2021 aws

What's New

- A new parameter, **alwaysCheckCapacity**, can be passed to the Create Callback API. When used and the value is true:

  - Scheduled callbacks can be booked only in the future, beyond the EWT duration. For example, if the current time is 13:00 and the EWT is 60 minutes, then the desiredTime in the request must be 14:00 or later. If 13:30 is used, the system returns an error.

  - Capacity is checked against the bucket for scheduled callbacks that have a desiredTime equal to the current time. For example, let's say the time now is 15:37 and bucket sizes are 15 minutes. If a desiredTime of 15:37 is used, the capacity for the 15:30 bucket is checked for capacity. Previously, a scheduled callback with a desiredTime equal to the current time was converted to an ASAP callback and capacity wasn't checked.

  The availability API will check the capacity of a bucket regardless of the state of the callback. Only COMPLETED callbacks do not count towards the capacity. (GES-2664)

September 09, 2021

- 100.0.000.0069 available September 09, 2021

- Helm charts and containers

For private edition

- Genesys Engagement Service (GES) now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.

  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).

  - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .

  - GES is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the genesys user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed GES using the **genesys-restricted** SCC, Genesys recommends that you redeploy GES so that you use arbitrary UIDs. (GES-2649)
  More info:

- As of December 23, 2021, Callback supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1938)
  More info:

August 12, 2021

- 100.0.000.0021 available August 12, 2021

- Helm charts and containers

Security Fixes

- This release includes security improvements and Helm chart fixes that correct issues with Prometheus integration and the Statistics API. (CPE-1568)
  More info:

July 08, 2021

Resolved Issues

- An issue has been fixed that sometimes caused an out-of-memory error during GES startup. The issue occurred only in deployments where GES had to recover 600k+ callbacks from the database during startup. (GES-2546)

June 30, 2021

- 100.0.000.0008 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, Callback 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. (GES-2428)
  More info:

May 27, 2021

Resolved Issues

- Performance improvements have been made to the periodic refresh of tenant configuration, which occurs every 30 minutes. Previously, the time required to perform the refresh might have interfered with the processing of incoming requests, resulting in a delayed response. (GES-2495)

- An issue with historical reporting has been fixed. Previously, there were intermittent race conditions during which GES received multiple requests across multiple nodes, resulting in the states being updated out of order. In this scenario, completed callbacks were sometimes processed a second time, which impacted the accuracy of historical reports. (GES-2487)

March 31, 2021

What's New

- Starting with this release, Callback is available in Genesys Engage cloud on Azure. (GES-2028)

Prior Releases

For information about prior releases of Callback, click here: Callback