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# Genesys Multicloud CX Release Notes

Designer 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.

Service	First availability	Released for	Highlights	Release number
Designer	May 11, 2022		Resolved issues.	100.0.202.0011
Designer Application Server (DAS)	May 11, 2022		Security improvements.	100.0.001.0043
Designer	April 15, 2022		New <b>Universal Queue</b> option on the <b>Route Digital</b> block.	100.0.202.0006
Designer	March 16, 2022		Resolved issues.	100.0.101.0058
Designer	March 01, 2022		This release includes improvements for deployments hosted on Azure.	100.0.101.0057
Designer	February 24, 2022		Resolved issues.	100.0.101.0047
Designer	February 10, 2022		Resolved issues.	100.0.101.0045
Designer	January 26, 2022		Resolved issues.	100.0.101.0042
Designer	January 12, 2022		Resolves an issue with barge-in for bots.	100.0.101.0038
Designer Application Server (DAS)	December 17, 2021		Early Adopter Program support for Genesys Multicloud	100.0.001.0030

Service	First availability	Released for	Highlights	Release number
			CX private edition deployments on GKE.	
Designer	December 17, 2021		<ul style="list-style-type: none"> <li>• Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE.</li> <li>• Improvements to Google Dialogflow CX bot integrations.</li> </ul>	100.0.101.0034
Designer	November 17, 2021		New <b>Recording Handle Name</b> option for <b>HTTP REST</b> block.	9.0.123.10
Designer	September 30, 2021		Support for Google Dialogflow CX bots.	9.0.124.04
Designer	September 23, 2021		Resolves an issue with barge-in when using DialogFlow ES bots.	9.0.122.18
Designer	September 20, 2021		Language pack selection for intelligent prompts.	9.0.123.07
Designer	September 07, 2021		<b>Bot</b> block now supports event-based re-entry.	9.0.122.17
Designer Application Server (DAS)	August 31, 2021		Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.001.0008
Designer	August 27, 2021	 	Support for arbitrary UIDs in private edition deployments on OpenShift.	9.0.122.14
Designer	August 02, 2021		Changes to how Designer manages internal key names in userdata.	9.0.119.11
Designer	June 30, 2021		Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.118.05

Service	First availability	Released for	Highlights	Release number
Designer	June 28, 2021	aws	Resolves an issue with the Publish operation in the previous release.	9.0.119.09
Designer	June 17, 2021	aws Azure	Invoking Dialogflow ES bots with events.	9.0.119.08
Designer	April 22, 2021	aws	Ability to pass initial context to bots from the Bot block.	9.0.118.04
Designer	March 31, 2021	aws Azure	Support for Genesys CX on Azure.	9.0.116.09

## Designer: May 11, 2022



- 100.0.202.0011 available May 11, 2022
- Helm charts and containers

### What's New

- This release contains important security improvements. (DES-13000)

### Resolved Issues

- **Azure only:** Designer no longer indicates that a data table has unpublished changes when tags are added to the data table properties. (DES-12646)

### For private edition

- The **enableServiceLinks** parameter is now set to false. (DES-12789)

## Designer Application Server (DAS): May 11, 2022



- 100.0.001.0043 available May 11, 2022
- Helm charts and containers

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## For private edition

- This release of DAS contains important security improvements. (DES-13065, DES-12826)
- For SDR requests with bodies that exceed 500 KB in size, DAS now generates a 413 HTTP error code. (DES-12734)
- The **max\_old\_space\_size** value is now provisioned as an environmental variable called `NODE_MAX_OLD_SPACE_MEMORY`. The default value of this variable is 4096 MB. (DES-12735)
- A new flag, **DAS\_SERVICES\_SDR\_FILEWRITE\_DISABLED**, is added to specify if the SDR buffer will write to a file when DAS is unable to store the SDR in ElasticSearch for any reason. By default, this option is disabled. (DES-12511)
- The DAS **supervisord.log** file is now stored under `/das/log` instead of `/das` to ensure that it is correctly archived. (DES-10258)

Designer: April 15, 2022  

## What's New

- The **Route Digital** block has a new routing option called **Universal Queue (iWD)**. This option enables Designer to route interactions sent from the Designer application to the **Universal Queue** in iWD Workload Manager. (DES-12609)  
**More info:**
- For chat interactions, the **Menu** block now assigns a unique ID (DTMF code) to each Quick Reply option. This ID can then be used to support accessibility features, such as reading menu options to customers who are using screen readers. (DES-13013)
- You can now use the **setAttributes** function to add arbitrary key-value pairs to the Session Detail Record (SDR). (DES-12885)
- On the **Menu** block, the **Accept only the digits set in this variable** option is now also supported for chat. Previously, this option was only available for voice interactions. (DES-12644)

## Resolved Issues

- Designer no longer generates an error when a **No Input** event is sent to the bot provider and the value of the context variable sent by the **Bot** block is **undefined**. (DES-12943)
- For Dialogflow CX bots, barge-in for TTS segments now works correctly when initial message based entry is used. Previously, barge-in was not working as expected if TTS segments had mixed barge-in settings (for example, some TTS segments cannot be interrupted, but others can) and initial message based entry was used. (DES-12912)
- The following issues are fixed in Designer Analytics:
  - The settings for custom date ranges are now retained if the view changes. (DES-12877)
  - Filters are now applied correctly. (DES-12839)
  - The **Add Panel** window is now displayed correctly. (DES-12742)
  - The ability to generate a histogram panel to display **Avg/Mean** values is now working correctly. (DES-12671)
  - The ability to pin or unpin a query is now working correctly. (DES-12670)
  - The **Configuration** window no longer freezes when a tab was selected. (DES-12359)
  - On the **Durations** dashboard, the **Duration by App** report now displays correctly. (DES-12358)



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- On the **Summary** dashboard, Designer now retains the filtering queries set for the **Disposition by App** panel. Previously, these queries were not retained when viewing the **Session Detail Record (SDR)** dashboard. (DES-12634)
  - The ability to perform an extended search from the **Data Tables** page to include content of tables in the search scope can now be enabled upon special request. By default, search is limited to the data table name, ID, and tags in order to optimize system performance. For information about enabling this in your environment, contact your Genesys representative. (DES-12862)
  - For Dialogflow CX bots that are enabled for barge-in in the bot provider account settings, Designer now initializes barge-in settings correctly if **Use barge-in bot settings from bot** is enabled in the **Bot** block. The barge-in settings of the bot take effect even if **Disable Barge In** is also selected in the **Bot** block. (DES-12856)
  - Designer has improved the way it handles multiple concurrent requests to modify audio collections. For example, during collaborations when multiple users are editing the audio files at the same time. (DES-12802)
  - When invoking a bot interaction with an event or initial message, Designer now effectively clears the queue of prompts that are waiting to be played before adding any new prompts to the queue. This ensures that any prompts added after the queue has been cleared contain updated values (e.g. for options such as barge-in, which uses the barge-in value when the prompt is queued, not played). Previously, Designer did not clear the queue for interactions triggered by events or initial messages. (DES-12700)
  - When a media collection is republished after changes were made, Designer now correctly reflects the changes in the **Manage Languages** window. (DES-12691)
  - For Dialogflow ES bots that are using the audio streaming option, Designer now includes the context when sending a **No Input** event. (DES-12546)

## Dependencies

- When Designer is upgraded to a new version, certain changes take effect immediately while others require additional actions to be taken before they take effect. See for more information.

## Known Issues

- You might get disconnected from Designer while using a **Route Call** or **Route Agent** block that contains a large number of virtual queues (3000 or more). **Workaround:** Switch options in blocks slowly, to give the browser time to process the large number of queues. Firefox seems to handle this better than Chrome and does not exhibit this issue. (DES-12772)

Designer: March 16, 2022 

## Resolved Issues

- The **Route Agent** block now routes an interaction correctly when the Agent ID is provided as a numeric data type (for example, queried from a numeric column in a data table). Previously, Designer only routed the interaction correctly if this value was provided as a string data type. (DES-12880)

Designer: March 01, 2022 

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## What's New

- **For Azure:** Multiple internal monitoring improvements have been made to enhance and better support data table queries. (DES-12764, DES-12706)
- **For Azure:** Designer no longer allows users to log into regions other than the primary region of their tenant. A generic error message will be displayed to users logging into Designer secondary and disaster recovery region deployments. (DES-12705)

## Dependencies

- When Designer is upgraded to a new version, certain changes take effect immediately while others require additional actions to be taken before they take effect. See for more information.

## Known Issues

- If a lookup on a Parallel Test Environment (PTE) version of a data table fails or no matching data is found (technically, this is not a failure), the Session Detail Record in Analytics indicates that Designer used the live (non-PTE) version of the data table for the lookup. (DES-11575)

Designer: February 24, 2022 

## Resolved Issues

- An issue is fixed that caused the publishing of certain applications to fail after Designer was upgraded to the previous release of Designer (100.0.101.0045). After the upgrade, an application failed to publish if Designer detected a validation warning related to the **parseInt()** function in an **Assign Variables** block. Now, Designer displays the appropriate validation warning, but does not prevent the application from being published successfully.

### Important

To help prevent validation and publishing errors related to the **parseInt** function, Genesys recommends adding the **radix** value as a second parameter when using this function in scripting expressions. For example:  
`parseInt(, 10)`

(DES-12753)

Designer: February 10, 2022 

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## Resolved Issues

- Designer no longer continues to display a data table on the **Data Tables** page after it has been deleted. (DES-12650)
- An issue is fixed with Designer Analytics that caused search filter values on the **Session Detail Records** (SDR) dashboard page to be displayed incorrectly as panel settings rather than SDR field values. (DES-12591)
- In Designer Analytics, heatmap charts are now being rendered correctly, including the color coding that indicates different threshold levels. (DES-12575)

## Dependencies

- When Designer is upgraded to a new version, certain changes take effect immediately while others require additional actions to be taken before they take effect. See for more information.

Designer: January 26, 2022 

## Resolved Issues

- Designer now displays tags and assigned partition details for data tables correctly. Previously, these items were missing when viewing the **Data Tables** page or the list of data table **Resources** on the **Partitions** page. (DES-12590)
- On the **Data Tables** page, Designer now saves the changes correctly if the properties of a data table are modified. In addition, the ability to import data tables is now restored. In the previous release of Designer, these functions were not working correctly. (DES-12597)

## Known Issues

- When the tags or description of a media resource or speech grammar are modified, a 400 Bad Request message is received. However, if the page is refreshed, Designer indicates that the resource properties were updated successfully. (DES-12632)

Designer: January 12, 2022  

## Resolved Issues

- For bots, barge-in during the initial response message now works correctly for intents that were invoked by an event. (DES-12531)

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## Designer Application Server (DAS): December 17, 2021



- 100.0.001.0030 available December 17, 2021
- Helm charts and containers

### For private edition

- As of December 23, 2021, Designer Application Server (DAS) supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1973)  
**More info:**
- The **das\_http\_request** metric now includes the SDR type. (DES-12473)

## Designer: December 17, 2021



- 100.0.101.0034 available December 17, 2021
- Helm charts and containers

### What's New

- Designer now supports DTMF and Sentiment Analysis with Google Dialogflow CX bots. (DES-12472, DES-12185, DES-12499)
- For new applications, the **Enable Customer Profile** option is now disabled by default. It can be enabled from the **Contextual Data** tab in the application settings. (DES-12425)
- **For Azure:** Orchestration Server (ORS) ECMAScript functions can now be called from the **Advanced Scripting** tab of the **Assign** block. (DES-12440)

### Resolved Issues

- The **Maximum Recording Duration** in the **Record Utterance** block can now be set to a maximum value of 600 seconds. Previously, the maximum value that could be set was 60 seconds. (DES-12455)
- When **PTE** (Parallel Test Environment) is enabled, Designer no longer applies the PTE prefix (**test\_**) to Direct Number (DN) targets. (DES-12325)
- Chats abandoned in queue are no longer displayed as **Abandoned** in the Gplus Adapter for Aspect WFM. (DES-12317)
- Designer now displays Data Table listings significantly faster. (DES-12259)
- The **HTTP REST** block now correctly handles 4xx responses from external APIs and no longer translates them to a 500 error. (DES-12245)
- For Dialogflow CX bots, Designer now generates a milestone for every intent identified while the **Bot** block is running.

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(DES-12186)

- The **Bot** block no longer retains event properties when it is re-entered. Previously, re-entry scenarios reused events specified in the previous entry even if they were not specified for the new re-entry. (DES-12100)
- Designer validation for duplicate menu options is improved. In addition, Designer now handles runtime errors for chat interactions correctly. (DES-11831)
- Business Hours evaluations now work correctly for partial hours when **PTE** (Parallel Test Environment) is enabled. (DES-10975)
- Interactive blocks no longer send messages in chat sessions if the user is offline. (DES-10211)
- The **Terminate** block no longer hangs while processing chat interactions in which the user disconnects before the Designer application starts processing. (DES-12191)
- **For Azure:** Designer now supports the selection of standard responses in blocks and messaging collections. (DES-11214)

## Known Issues

- Global DTMF commands are not currently supported for the **Bot** block. (DES-12517)

## For private edition


- As of December 23, 2021, Designer supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1973)  
**More info:**
- Support for deploying the Designer service in a single namespace with other private edition services has been validated. (DES-12262)

Designer: November 17, 2021 

## What's New

- A new option called **Recording Handle Name** is available when the **Upload Record Utterance** setting of the **HTTP REST** block is enabled. This option allows you to select a file handle name for the audio file to be added to the upload request. If there is no selection, the default file handle name (**recordfile**) is used. (DES-12293)

Designer: September 30, 2021 

-  9.0.124.04 available September 30, 2021
- Helm charts and containers

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## What's New

- Designer now supports Dialogflow CX bots for both voice and chat. The Bot block supports multiple turns with the Dialogflow CX bots. You can now select **Dialogflow CX** as the bot type when adding a new bot resource to the registry. The Bot block includes certain additional fields on the Results tab to capture additional bot information. (DES-12180, DES-12181, DES-12114)

## Known Issues

- Importing a JSON file for registering a Dialogflow CX bot is currently not supported. However, you can register a CX bot by filling in the fields in the bot registry UI. (DES-12198)
- For this release, you cannot send **no input** events to Dialogflow CX bots (the option is not available in the **Bot** block UI). Therefore, **no input** handling for Dialogflow CX bots must be managed in Designer. (DES-12199)
- For Dialogflow CX, the **webhookHeaders** and **webhookPayload** values cannot be set for chatbots. (DES-12214)
- For Dialogflow CX bots, the context variable used to pass event, content, and other properties to the bot has a naming constraint. The property used to pass context to the bot must be named **parameters**. (DES-12220)

Designer: September 23, 2021 

## Resolved Issues

- The Bot block now correctly sets barge-in for the last turn of a conversation with DialogFlow ES bots. (DES-12201)

Designer: September 20, 2021 

## What's New

- In the **Application Settings**, you can now select the languages to be used for playing intelligent prompts. Up to eight language packs can be selected. If multiple languages are selected, Designer uses the overall language setting in the application to determine which language pack is used. For new applications, one language pack is selected by default. For existing applications, the language packs that are included with Designer are selected automatically. Genesys recommends deselecting language packs that are not needed when republishing these applications.

### Important

This version is being introduced on a limited basis and may not be immediately available for your deployment.

(DES-11832)

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Designer: September 07, 2021 


## What's New

- The **Advanced** tab of the **Callback V2** block has a new option for specifying the timezone that Designer uses during lookups. When enabled, Designer uses the timezone specified for the callback virtual queue in **Business Hours**. Otherwise, the application timezone is used. (DES-7691)

## Resolved Issues

- Upon re-entry, the **Bot** block now correctly supports transitioning to an event-based entry rather than an entry that first collects user input. Previously, this transition did not work correctly. (DES-12139)

Designer Application Server (DAS): August 31, 2021 

-  100.0.001.0008 available August 31, 2021
- Helm charts and containers

## For private edition

- Designer 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 .
  - Designer 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 Designer using the **genesys-restricted** SCC, Genesys recommends that you redeploy Designer so that you use arbitrary UIDs.

(DES-11990)

Designer: August 27, 2021  

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9.0.122.14 available August 31, 2021

- Helm charts and containers

## What's New

- The **Data Table** block has a new setting called **Strict comparisons**. When enabled, Designer uses a stricter form of matching when performing lookups. For example, leading zeros in numeric columns or spaces in string columns are not trimmed or ignored. (DES-11772)
- The **Bot** block can now optionally send events to DialogFlow ES bots if a **No Input** scenario is encountered during data collection. This allows the bot to customize retry prompts for each turn rather than work with fixed retry prompts set in the **Bot** block. (DES-11760)
- The **Terminate Call** block now correctly sets the reasons for termination. Previously, the interaction history in Workspace Web Edition (WWE) showed interactions as being in progress even after they had been terminated. (DES-11699)
- The **Send Chat Transcript** block now works with Engage cloud Email. (DES-10749)
- A new option called **Use JSON format** is added to the **Route Call**, **Route Agent** and **Route Digital** blocks to add support for special characters, such as full stops (.), single quotes ('), double-quotes ("), and At signs (@). This option is enabled by default for new blocks added to applications, but remains disabled in existing blocks. (DES-11781)

## Resolved Issues

- On the **Media Resources** page, the **Last Published** column now correctly displays only the time and date details for when the collection was last published. Previously, the collection ID was also displayed. (DES-11846)
- Agent routing now works correctly if the agent has a '@' character in its name. (DES-10227)
- The TTS fallback text set in announcements now plays using the voice specified in the active Persona. (TTS fallback is used if the media resource does not have an associated audio file.) (DES-10539)
- Digital applications now send an interaction back to the Intelligent Workload Distribution (IWD) Big Queue if the email interaction or task is not routed successfully at the end of a session. (DES-11763)
- The **Start Treatment** block now sets the values for variables correctly. Previously, in certain scenarios, values were not set correctly if the **Self Service** module used in the **Start Treatment** block and an **Assisted Service** module used in parallel had common variable names. (DES-11827)

## Dependencies

- Unless otherwise stated, the new features or functionality included with this release require additional actions to be taken before they become available in your environment or applications.  
**More info:**

## Known Issues

- The following features or functionality are not supported for Azure hosted deployments:
  - Standard responses for chats (**Chat Message** block).
  - Standard responses for emails (**Automated Message** block).
  - **Send Chat Transcript** block.



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## For private edition

- Designer 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 UID. For more information, see .
  - Designer 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 UID in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed Designer using the **genesys-restricted** SCC, Genesys recommends that you redeploy Designer so that you use arbitrary UID.

(DES-11899)

Designer: August 02, 2021 

## What's New

- Designer applications no longer create unique userdata key names internally to track how many times a particular interaction was processed by an application, as they did in the previous version of Designer (9.0.119.09, released on ). The overall behavior of applications and the **FlowEntryCount** system variable remains unchanged and is backward compatible.

### Important

If you generated a new build for one or more of your applications in the of Designer, Genesys recommends that you immediately generate and test new builds for these applications after being upgraded to this release. When the new build is promoted to a Live stream, you can then deprecate the build that was generated in the previous release. This process is described in , and is required for new Designer changes to take effect in your environment and to fix the current delays and slow performance of Designer Analytics caused by builds created in the previous version.

(DES-11877)

## Dependencies

- Unless otherwise stated, the new features or functionality included with this release require additional actions to be taken before they become available in your environment or applications.  
**More info:**

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Designer: June 30, 2021



- 9.0.118.05 available June 30, 2021
- Helm charts and containers

## For private edition

- Starting with this release, Designer 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. (DES-11248)  
**More info:**

Designer: June 28, 2021



## Resolved Issues

- Applications using the **Voice Mail** routing block would not work correctly if published in the previous Designer release (version ). This issue was caused by a defect in the compiled code created by the Publish operation that is now fixed. (DES-11775)

Designer: June 17, 2021



## What's New

- For Dialogflow ES bots, Designer now supports the use of **Events** to directly invoke intents without requiring user input. This enables bot re-entry use cases and context can be passed along with the **Event**. (DES-11637)  
**More info:**
- If a Dialogflow ES type bot is invoked by an **Event**, the name of the event is captured in Analytics by a new Session Detail Record property within **bots[]** called **botevent**. (DES-11638)
- The **Bot** block has a new property for sending initial context values to the bot. This enables the bot to fill slots with attributes that are known before the interaction starts (for example, the customer's name and email address). With these slots already filled, the bot won't prompt the customer to provide them. **Note:** This release adds support for voice channels. This functionality was previously supported for chat only. (DES-11290)  
**More info:**
- The **Terminate Call** and **Terminate** blocks have a new option called **Finalize this interaction** that enables you to turn off finalizing or completing the interaction when it is terminated. If switched off, the Engage cloud email or workitem is sent back to the Universal Queue in Intelligent Workload Distribution (IWD). (DES-11701)
- Designer contains a new media collection, **Music On Hold**, that enables you to specify the default audio that plays when callers are placed on hold. This feature requires that you contact your Genesys representative to request a one-time configuration change on the Genesys cloud platform. **Note:** This feature is not applicable to AWS-hosted deployments. (DES-10983)

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**More info:**

- The **Chat Custom Message** block now works with advanced chat. This block was previously supported only for legacy chat. (Custom messages are system messages that are received by the Widget but not displayed to chat participants.) (DES-9938)
- **Business Control** blocks are now supported for Engage Cloud Email scenarios in Digital-type applications. (DES-11043)
- The **Bot** block now supports the passing of context to DialogFlow ES bots for voice when the streaming audio option is enabled. (DES-11546)
- This version introduces a 100 millisecond delay in starting chat busy treatments (in-queue messages), which improves the accuracy of the **EstimatedWaitTime** (EWT) or **PositionInQueue** (PIQ) values that are typically used in these messages.

**Note:** If routing completes almost immediately (within 100 milliseconds), it may result in no busy treatment chat messages being sent from the application. This is a slight departure from earlier behavior, which sent busy treatment messages immediately, but with potentially inaccurate EWT and PIQ values. (DES-11662)

## Resolved Issues

- Secure variables used to query data tables are no longer captured in Analytics. (DES-11209)
- The tabs on the **Record** block are now rendering correctly. Previously, the **Advanced** and **Results** tabs were not selectable, and all UI options that should appear on those two tabs were appearing under the **Recording** tab.  
**Note:** No additional action is required for this item. (DES-11196)
- If a customer disconnects from a digital session, Designer now proceeds to the next block without waiting for the input timeout value specified in a **User Input**, **Menu** or **Bot** block to elapse. Previously, Designer would continue waiting for the disconnected customer to provide input and not proceed to the next block until the specified timeout period had elapsed. (DES-10381)
- The **Business Hours** block no longer returns an incorrect time to open for checks made within one minute after the business has closed.  
**Note:** No additional action is required for this item. (DES-11602)
- Designer no longer terminates long-running asynchronous chat interactions unexpectedly if a customer reconnects to the conversation. (DES-11547)
- The **Route Agent** block no longer results in a **System Error** disposition if the routing target is specified by an undefined variable or does not have a valid value, which previously caused the application to jump to the **Finalize** phase. Designer now records a milestone about the invalid targeting value and moves to the next block instead of jumping to **Finalize**. (DES-11461)
- The **Route Call** block's exit by navigation tab conditions now makes an additional check to confirm the call is not being routed to a target before it exits the block. Previously, completed checks did not catch the routing status reliably, and Designer could proceed to other parts of the application even though the call was being routed to an available agent. (DES-11410)
- User Input blocks in post-processing or consult application sessions for chat will now wait to receive input that is provided after the block starts executing. Previously, under certain rare conditions, the block used buffered input that had been received before the customer was prompted for input. (DES-11395)
- The **QueryVQ** block now works in Azure-hosted platforms. (DES-11035)
- The Parallel Test Environment (PTE) feature now includes Routing Algorithms selected in **Route** blocks and will use the test versions when PTE is enabled for an application. (DES-11029)
- The **Debug** block now captures variables with JSON values correctly. Previously, it captured these values at the end of the application rather than when the block executed. (DES-11008)
- The **Automated Message** block now uses native APIs for Engage cloud Email. If an automated message was already sent by upstream processing, the block does not send another message. Instead, it captures a milestone to indicate a second message was skipped. (DES-10746)
- Designer blocks now work correctly with field code names and values that contain special characters. Previously, these resulted in processing errors. (DES-10497)
- The **FlowEntryCount** system variable no longer increments incorrectly when child interactions are created during the processing of an interaction. (DES-10492)
- Designer now removes all digital endpoints when the **Disconnect Phone Numbers & Chat EndPoint** option is selected. Previously, Designer disconnected only one digital endpoint and left all other digital endpoints connected. (DES-10343)

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- When terminating an email interaction, Designer now sends a stop reason of **Sent** for reporting purposes. (DES-10941)

## Dependencies

- Unless otherwise stated, the new features or functionality included with this release require additional actions to be taken before they become available in your environment or applications.  
**More info:**
- This release may also contain features or resolved issues related to other Genesys components that are released separately from Designer.

**More info:**

Designer: April 22, 2021 

## What's New

- If you are using an Amazon Lex or Google DialogFlow bot, the **Bot** block has a new property for sending initial context values to the bot. This enables the bot to fill slots with attributes that are known before the interaction starts (for example, the customer's name and email address). With these slots already filled, the bot won't prompt the customer to provide them. **Note:** For this release, this functionality is supported for chat interactions only. (DES-10942)
- The following new management tools are available under **Digital Resources**:
  - **PII Rules Management** enables you to protect the private information of your customers by assigning privacy rules and actions to incoming chat messages.
  - **Standard Responses Management** enables you to create and manage standard responses in Designer. The related **Field Code Management** and **Custom Variables Management** tools enable you to manage these aspects of standard responses.
- Designer now gracefully handles TTS errors in **Play Message** blocks. If a prompt fails, Designer skips the prompt and continues processing the application. This event is then captured by Analytics as a recoverable error in the milestones of the Session Detail Record (SDR). (DES-11218)

## Resolved Issues

- Designer no longer displays a System Error if a milestone, whether in the standalone **Milestone** block or embedded in another block, such as **Menu** or **Segmentation**, specifies a payload that contains a key/value pair with an empty (unspecified) key. (DES-11347)
- When a **Send Chat Transcript** block is used in a Self Service or Assisted Service module, Designer now correctly displays the media resources in the **Select a Message** pop-up dialog. Previously, the media resources were not displayed in this dialog, even if a media collection was selected in the module settings. (DES-11311)
- Session Detail Records now correctly appear in Designer Analytics when **Debug** and **Callback** blocks are both being used and a call is placed on a non-Live stream (i.e. Dev, QA, or UAT). (DES-11310)
- Chat and email sessions that completed successfully will now display their dispositions correctly in Designer Analytics. Previously, in very rare cases, these sessions incorrectly displayed a disposition of **System Error**. (DES-10585)

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## Known Issues

- Previously, when idling while editing a locked resource (application, shared module, audio collection, or data table), a pop-up dialog containing the message "Your editing session has expired, the resource has been closed and is no longer locked for editing" would be displayed. Now, rather than a pop-up dialog, an error message saying "Disconnected from Designer" is shown instead. This is purely a visual issue with displaying the error message, and is not a functional issue. (DES-11187)
- In the **Record** block, the **Advanced** and **Results** tabs are currently not selectable. Instead, all of the UI options that should appear on those two tabs now appear on the **Recording** tab. (DES-11366)
- If you are using a **Route Call** block in an Application or Assisted Service module, and the **Route Call** block contains a Self Service module as a busy treatment, the variable names in the Application or Assisted Service module must not match any of the variable names in the Shared Module. Otherwise, the values of these variables in the Application or Assisted Service module may be overwritten.

**Workaround:** In Applications or Assisted Service modules, avoid using variables that have the same names as variables in the Self Service module being used as a busy treatment. (DES-11372)

Designer: March 31, 2021  

## What's New

- Starting with this release, Designer is available in Genesys CX on Azure. (DES-8909)
- Designer now supports the Engage cloud Email solution (Azure-hosted only). (DES-10730)

## Resolved Issues

- Designer now correctly preserves customizations made to callback audio resources. The previous release of Designer (9.0.116.08) reverted these resources to the original audio, which could impact the caller experience if the Callback audio collection was published after upgrading to that version. (DES-11143)

## Prior Releases

For information about prior releases of Designer, see Designer Release Notes.