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## Genesys Multicloud CX Release Notes

[Designer Release Notes](#)

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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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## RSS:

- For cloud
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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	Available	Genesys CX on		Private edition	Highlights	Release
<b>AWS</b>	<b>Azure</b>					
Designer	November 6, 2024				Resolved issue.	100.0.213.0018
Designer	September 24, 2024				Resolved issues.	100.0.213.0015
Designer	January 19, 2024				Resolved issue.	100.0.212.0005
Designer	December 8, 2023				Resolved issue.	100.0.211.0001
Designer	October 12, 2023				Resolved issues.	100.0.210.0009

Service	Available	Genesys CX on		Private edition	Highlights	Release
Designer	September 1, 2023				Resolved issues.	100.0.209.0002
Designer Application Server (DAS)	July 12, 2023				Basic authentication support for Elasticsearch.	100.0.006.0003
Designer	July 3, 2023				Resolved issues.	100.0.208.0019
Designer	May 23, 2023				<ul style="list-style-type: none"> <li>A new function, <b>isLiveStream()</b>, is now available.</li> <li>Resolved issues.</li> </ul>	100.0.208.0017
Designer	May 5, 2023				Resolved issue.	100.0.208.0016
Designer	April 28, 2023				Resolved issue.	100.0.208.0014
Designer	April 26, 2023				<ul style="list-style-type: none"> <li>New property, <b>Always play prompt and disable buffering</b>, in the Business Hours and Special Day blocks.</li> <li>Basic authentication support for Elasticsearch.</li> </ul>	100.0.208.0010

Service	Available	Genesys CX on		Private edition	Highlights	Release
					<ul style="list-style-type: none"> <li>Resolved issues.</li> </ul>	
Designer	March 17, 2023				Resolved issues.	100.0.207.0033
Designer	February 28, 2023				<ul style="list-style-type: none"> <li>A new System Variable is available.</li> <li>Changes to Business Hours can now be saved or discarded.</li> </ul>	100.0.207.0025
Designer	January 10, 2023				Resolves an issue with Data Table columns.	100.0.205.0087
Designer	December 16, 2022				Security improvements.	100.0.205.0075
Designer	December 5, 2022				<ul style="list-style-type: none"> <li>Ability to specify the duration of an announcement.</li> <li>Support for Inband DTMF with Google Dialogflow CX.</li> </ul>	100.0.205.0074

Service	Available	Genesys CX on		Private edition	Highlights	Release
Designer	October 5, 2022				Resolved issues.	100.0.204.0050
Designer	August 22, 2022				Google TTS voices used in Personas can now be used with Google Dialogflow CX bots.	100.0.204.0042
Designer	July 11, 2022				Support for internal site allowlisting.	100.0.204.0018
Designer	June 27, 2022				Support for custom voices for Google TTS in Personas.	100.0.204.0015
Designer	June 7, 2022				Alternate text support for chats in TTS-only announcements.	100.0.203.0012
Designer Application Server (DAS)	May 11, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for	100.0.001.0043

Service	Available	Genesys CX on	Private edition	Highlights	Release
				Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	
Designer	May 11, 2022			Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	100.0.202.0011
Designer	April 15, 2022	 		New <b>Universal Queue</b> option on the <b>Route Digital</b> block.	100.0.202.0006

Service	Available	Genesys CX on		Private edition	Highlights	Release
Designer	March 16, 2022				Resolved issues.	100.0.101.0058
Designer	March 1, 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 CX private edition deployments on GKE.	100.0.001.0030
Designer	December 17, 2021				<ul style="list-style-type: none"> <li>• Early Adopter Program support for Genesys Multicloud</li> </ul>	100.0.101.0034

Service	Available	Genesys CX on	Private edition	Highlights	Release
				<p>CX private edition deployments on GKE.</p> <ul style="list-style-type: none"> <li>• Improvements to Google Dialogflow CX bot integrations.</li> </ul>	
Designer	November 17, 2021			<p>New <b>Recording Handle Name</b> option for <b>HTTP REST</b> block.</p>	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 7, 2021			<b>Bot</b> block now supports event-based re-entry.	9.0.122.17

Service	Available	Genesys CX on	Private edition	Highlights	Release
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 2, 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
Designer	June 28, 2021			Resolves an issue with the Publish operation in the previous	9.0.119.09

Service	Available	Genesys CX on	Private edition	Highlights	Release
				release.	
Designer	June 17, 2021			Invoking Dialogflow ES bots with events.	9.0.119.08
Designer	April 22, 2021			Ability to pass initial context to bots from the Bot block.	9.0.118.04
Designer	March 31, 2021			Support for Genesys CX on Azure.	9.0.116.09

Designer: November 06, 2024  

-  100.0.213.0018 available November 06, 2024
- Helm charts and containers

## Resolved Issues

- An issue that prevented the **Analytics** page from loading reliably is now fixed. The issue occurred when the time window was specified in the UI. (DES-15565)

Designer: September 24, 2024   

-  100.0.213.0015 available February 17, 2026
- Helm charts and containers

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## Resolved Issues

- The **Record Utterance** block now has a new property that can be used to specify a **HTTP REST** block that can POST the recording from the block if the caller hangs up after recording but before the **HTTP REST** block in the application flow can POST the recording. With this option, you can specify the **HTTP REST** block in addition to the normal logic that leads to a downstream **HTTP REST** to POST the recording. (DES-15287)
- Importing data table now ignores blank rows if they appear at the end of the file. If more than one consecutive blank row is found before the end of the table, the import fails. (DES-15188)
- Designer generated applications now properly handle race condition scenarios when a call is disconnected by a customer while executing the **Route Call** block (Force Route routing type). (DES-15136)
- Negative numbers can now be played back using intelligent prompts. (DES-2736)

Designer: January 19, 2024 

## Resolved Issues

- Applications published in this version of Designer no longer run into a System Error if users send images as attachments in a chat session and ignore any messages without text content. Applications published in previous versions of Designer ran into a System Error in such cases and the session terminated abruptly. (DES-14950)

Designer: December 08, 2023 

## Resolved Issues

- The Route Call block in Designer will now wait for up to 5 seconds before proceeding with the next block under certain circumstances on Azure. Behavior on AWS and Private Edition is unchanged. This change addresses a scenario observed on Azure, where under load, the Designer application fails to recognize that an interaction has been routed and continues to run downstream blocks in the Assisted Service phase instead of jumping to the Finalize phase. After this fix, when this situation is encountered and the interaction has not been routed successfully before the block timeout expires or the block is exited due to other conditions, the Route Call block will wait for up to 5 additional seconds to receive events from the platform, related to routing attempts made from that block before proceeding with the downstream blocks. For example, if the next block is another routing block, it will be executed upto 5 seconds later than before and a milestone, *Missing submit Ack*, will be added to the SDR to indicate this situation has occurred. This is a rare scenario and the application will behave normally after this fix and no corrective action is necessary from the application developer. Such SDRs may also show another milestone, *Interaction routed on unknown request*, which is normal. (DES-14617)

Designer: October 12, 2023   

-  100.0.210.0009 available October 17, 2023
- Helm charts and containers

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## Resolved Issues

- DAS version 100.0.008.0002 currently utilizes PHP 8, which has changed the default behavior of the urlencode function. In this new version, the urlencode function throws an error if the provided input is not a valid string, whereas the older PHP version used to generate a warning. This scenario is now handled by the HTTP REST block in Designer and this restores backward compatible behavior. (DES-14605)
- The UI loader has been introduced for application save, build, and publish operations. It now waits for the operation to finish, which is an improvement from earlier versions that did not provide any feedback. This ensures that new actions are not initiated before the build is completed. (DES-14600)
- When the cell count in a data table exceeds the recommended threshold of 15,000 cells, the change listing (diff) operation is skipped due to its large size, allowing the user to proceed with publishing without displaying the change listing. (DES-14590)
- Designer's log management system is now enhanced. Specifically, errors that were previously generated due to the non-existence of the Prometheus folder are now suppressed. (DES-14223)
- The issue with the **Data Tables** listing page has been resolved, and now the **Last published** field on the listing page accurately reflects the current status. (DES-13964)
- The **Media Collection** listing page has been fixed to ensure that it continues to display the status as *published* when adding a tag to the collection. (DES-12665)

Designer: September 01, 2023  

## Resolved Issues

- The inconsistency issue with Business hours evaluation has been resolved. Previously, the evaluation of business hours was yielding inconsistent results when one or more special day exceptions were configured within the business hours settings. (DES-14404)
- The occasional failures in the diff operation during audio collection publishing are now being managed gracefully. Users are now presented with an option to either proceed with publishing or revert in the event of a publish failure caused by the diff API. (DES-14310)

Designer Application Server (DAS): July 12, 2023 

- 100.0.006.0003 available July 12, 2023
- Helm charts and containers

## What's New

- Designer Application Server now supports basic authentication and HTTPS connections to Elasticsearch. (DES-14034)

Designer: July 03, 2023  

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## Resolved Issues

- This release fixes an issue with the Custom Service block in Designer version 100.0.208.0017. The issue affected only new applications builds created in 100.0.208.0017 and specifically, if they supplied input parameters in the Self Service phase of applications or modules. It resulted in custom service invocation failures during interaction processing and triggered error path processing. (DES-14321)
- Audio upload did not correctly handle binary files in certain cases causing them to not play from the UI or call processing in version 100.0.208.0017. This is now fixed. (DES-14169)

Designer: May 23, 2023  

## What's New

- A new function, **isLiveStream()**, is added in Designer. It returns a boolean value of *true* indicating that the current interaction is executing on Live or Live\_B streams or *false* otherwise. This is a more reliable way to distinguish between live and non-live traffic to make decisions than using the undocumented `stream` userdata Key-Value Pair. (DES-13848)

## Resolved Issues

- Amazon Lex and Dialogflow ES bot integrations that do not have **Use Streaming Audio** enabled in the Bot block now function as expected. (DES-14180)
- The Standard Response UI in Designer no longer generates an error when inserting Field Codes in the Content section. (DES-13649)

Designer: May 05, 2023 

- 100.0.208.0016 available May 05, 2023
- Helm charts and containers

## Resolved Issues

- When the Bot Block is executed with **Inband DTMF** enabled, a *no active grammar* error is no longer generated. **Note:** Designer applications must be re-published for this change to take effect. (DES-14202)

Designer: April 28, 2023 

- 100.0.208.0014 available April 28, 2023

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- Helm charts and containers

## Resolved Issues

- When the Bot block is executed with **Inband DTMF** enabled, subsequent blocks including the Play Message block now function as expected. Previously, an `_error.noresource.asr_error` occurred sometimes. **Note:** Designer applications must be re-published for this change to take effect. This release is restricted, please consult Genesys Product Management via Product Support prior to deployment. (DES-14196)

Designer: April 26, 2023 

-  100.0.208.0010 available April 26, 2023
- Helm charts and containers

## What's New

- The Special Day and Business Hours blocks have a new property, **Always play prompt and disable buffering**. This property can be disabled when DTMF buffering is required for downstream inputs in the Designer application. The default setting is enabled for backwards compatibility. (DES-14106)
- Designer now supports basic authentication for Elasticsearch with HTTP and HTTPS Elasticsearch URLs. (DES-13228)
- Users can now choose to exclude previous builds when exporting Designer applications. This reduces the final size of the exported application making it less likely to exceed the maximum size threshold for application export. (DES-13032)

## Resolved Issues

- When the Bot block is used to invoke a Dialogflow CX Bot with Inband DTMF enabled, Designer now instructs Media Control Platform to send Inband DTMF in all expected scenarios. Previously, there were scenarios where Inband DTMF was not sent to Google Dialogflow CX. (DES-14152)
- When executing an HTTP REST or Custom Service block with **Play fetch audio** enabled and after prompts have previously been queued, the Self Service phase no longer exits unexpectedly. Previously, the Self Service phase would exit without generating an SDR and the application would skip ahead to the Assisted Service phase. (DES-14084)
- Time ranges in Business Hours are now validated. Previously, users could enter invalid time ranges. (DES-14079)
- A continuous loading mechanism has been implemented for listing users on the Partitions page. Previously, this page could become slow or unresponsive in environments with very large numbers of users. (DES-14060)
- Grammar file upload no longer fails when the file extension is **.gram**. (DES-14131)
- An issue that caused the publishing of a Callback Record block to fail is fixed. (DES-14126)
- Designer now does not form an incorrect `to email address` by adding the term `undefined` to the value, in the following scenarios:
  - when an email address is present in the interaction record and `contactId` refers to data that does not have the `EmailAddress` property.
  - when `contactId` refers to data where no email address is present and email address in the interaction record is a valid value. (DES-13527)

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## Known Issues

- When the Bot block is used to invoke Dialogflow CX bots, context properties of type **Boolean** (true/false) are converted to numeric (1/0). (DES-14108)
- This release of Designer contains a breaking issue for Amazon Lex and Dialogflow ES bot integrations that do not have **Use Streaming Audio** enabled in the Designer Bot block. This release is considered restricted and must not be used by customers with Amazon Lex or Dialogflow ES bot integrations that do not use streaming. (DES-14180)

## Designer: March 17, 2023



- 100.0.207.0033 available March 17, 2023
- Helm charts and containers

## Resolved Issues

- When the Bot Block is executed with Inband DTMF enabled, subsequent blocks including the Play Message block now function as expected. Previously, an `error.noresource.asr` error occurred sometimes. **Note:** Designer applications must be re-published for this change to take effect. (DES-14103)
- Designer no longer incorrectly includes an **Authorization** header in Elasticsearch requests when using an HTTP URL. (DES-14051)

## Designer: February 28, 2023



## What's New

- Changes made to Business Hours and Special Days are no longer saved automatically. Instead, new **Save** and **Cancel** actions have been added to the UI and these trigger respective actions. Users must click on the **Save** button to save their changes. Previously the UI did not offer these options and it was not possible to discard changes. (DES-13978) (DES-13978)
- In the **Play Message** block, you can now specify the duration of **Announcement** type prompts using the new **Audio length** and **Time offset** settings for External Audio. This enables you to interrupt hold music at specific intervals to play an announcement to the caller (for example, to provide a regular update of their estimated wait time). (DES-13897)
- There is a new System Variable, **stream**, using which workstream specific application logic can be implemented. Any applications using the **stream** UserData KVP must be updated to use this new System Variable instead. Note: For backward compatibility, the undocumented stream UserData KVP in use by some customers has not been removed. However, this System Variable has been introduced to improve reliability of application logic that determines and uses the value of the current workstream. (DES-12331)

## Resolved Issues

- Media Collection import no longer fails when there is more than one audio file present in the imported ZIP file. Exports now include the audio files when the **Include binaries (audio files) in exported archive** checkbox is selected. Bulk audio upload validation now works as expected when a previous upload was cancelled after successful validation. (DES-14063)
- For Intelligent Workload Distribution and Email for Multicloud CX related interactions, there is now a 5-second delay added before the interaction is terminated when the Terminate block or Finalize phase is executed. This is incorporated to prevent race conditions that could impact normal execution of transfers to queues and interaction property updates. **Note:** Designer

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applications must be re-published for this change to take effect, and we strongly encourage all customers using Intelligent Workload Distribution or Email for Multicloud CX to do so. (DES-13767)

- In Digital Shared Modules, it is no longer possible to copy paste Designer blocks into the Initialize phase that are normally prevented from being dragged and dropped into this phase from the blocks palette. (DES-9918)

## Known Issues

- If the **Audio Length** or the **Time offset** for External Audio is set to a negative value, audio playback is skipped. Designer does not validate for negative values. (DES-13897)

Designer: January 10, 2023   

-  100.0.205.0087 available January 11, 2023
- Helm charts and containers

## Resolved Issues

- An issue with the **Manage Schema** button and disappearing Data Table columns for the Developer role in Designer is now fixed. (DES-13989)

Designer: December 16, 2022 

-  100.0.205.0075 available December 16, 2022
- Helm charts and containers

## What's New

- This release contains important security improvements. (DES-13975)

Designer: December 05, 2022 

-  100.0.205.0074 available December 05, 2022
- Helm charts and containers

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## What's New

- On the **Play Message** block, you can now specify the duration of **Announcement** type prompts using the new **Audio length** and **Time offset** settings. This enables you to interrupt hold music at specific intervals to play an announcement to the caller (for example, to provide a regular update of their estimated wait time). (DES-13449)  
**More info:**
- On the **Data Tables** page, you can now search the data tables for **enumeration** data types. In addition, when viewing a data table, the results of **Business Hours**, **Special Days**, and **Announcements** columns can now be filtered by entering the resource name. (DES-13403)
- A new application setting, **Fetch Timeout**, can be used to override the default fetch timeout (500ms) for external audio resources. This option is found on the **Media** tab and is only available for **Default** application types. (DES-13715)  
**More info:**
- Designer now supports Inband DTMF with Google Dialogflow CX. When the **Use Inband DTMF** option in the **Bot** block is enabled, the DTMF settings configured in the Google Dialogflow CX bot are respected. (DES-13368)

## Resolved Issues

- When selecting a Virtual Queue (VQ) on the **Route Call** block, Designer now correctly displays all available queues in the list. Previously, some available queues were not appearing in the list. (DES-13485)
- Designer now displays an error message when an operation fails. Previously, the loading progress indicator continued to display even if a failure occurred, which gave the impression that the operation was still in progress. (DES-13477)
- Designer no longer freezes or disconnects when virtual queues are being selected in the **Statistics** block. Previously, this could sometimes happen if the assignments table contained a large number of virtual queues. (DES-12392)
- For Google Dialogflow CX and ES bots, the **Confidence Level** slider on the **Bot** block now appears only when streaming is enabled. (DES-12526)
- If a caller disconnects while callback is being offered, Designer now assigns a final disposition of **Callback - Declined** to the interaction. Previously, it assigned the **Default** disposition. (DES-12724)
- When a media resource type is changed and then reverted back to the original type (for example, from TTS only to non-TTS and back again), Designer now correctly retains the original property values of the resource. (DES-13224)
- Quick Filters are now displayed correctly. (DES-13818)
- During ORS failover, a **TypeError** is no longer generated. Previously, a **TypeError** could prevent routing of existing calls after an ORS switchover. (DES-13641)

## For private edition

- Designer running on Genesys Multicloud CX private edition now has improved built-in protection against infinite looping. (DES-13572)  
**Limited to:** Private Edition
- The **Route Call** block has a new option, **Override DN**, that enables support for multisite routing. (DES-13484)  
**More info:**  
**Limited to:** Private Edition
- Application Streams now have a settings icon that you can use to specify settings for each stream. For example, to specify the maximum number of times that a block can be executed in a single application session or to enable the reporting of session detail records data to Designer Analytics. (DES-12937)  
**Limited to:** Private Edition

Designer: October 05, 2022 

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## Resolved Issues

- Designer now accepts empty strings ("") as valid values for the **IVRProfileName** and **GVTenantID** system variables. Previously, if an empty string was assigned to these variables as a value, Designer would instead assign the default value of auto. (DES-13768)

**Limited to:** Genesys CX on AWS

## 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.

**More info:**

Designer: August 22, 2022



- 100.0.204.0042 available August 22, 2022
- Helm charts and containers

## What's New

- Designer adds support for using Google Text-to-Speech (TTS) voices (both regular and custom) through Personas when used with Google Dialogflow CX voice bots. For example, if the application uses a certain Google TTS voice for a Persona, the Google Dialogflow CX voice bot uses that same voice for rendering next turn audio. (DES-13448, DES-12187)
- As of August 31, 2022, this release of Designer is available for Genesys CX on AWS.

## Resolved Issues

- Designer now correctly assigns the latest value for the **IVRProfileName** system variable when entering the Assisted Service phase. Previously, if the Self Service phase of the application did not contain any blocks, Designer used the default IVR Profile when starting treatments in the Assisted Service phase. (DES-13201)
- Agent routing now works correctly if the agent name contains an "at sign" character (@). (DES-13043)

## 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.

**More info:**

Designer: July 11, 2022



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## What's New

- Designer now supports URL allowlisting for internal Genesys services. For example, if a URL references an internal service from the **HTTP REST** block and the **Internal Genesys Service** option is selected, Designer now confirms that access to that URL is permitted before making the request. (DES-13401)

## 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.  
**More info:**

Designer: June 27, 2022  

## What's New

- Designer now supports custom voices for Google Text-to-Speech (TTS) in Personas. (DES-13040)
- The **Query VQ** block includes a new option that allows you to select a source for the **Estimated Wait Time** (EWT) value and supports a new method of EWT calculation based on the ability of agent pool behind the Virtual Queue. (DES-13144)
- In Designer Analytics, the **Bots** dashboard now includes details about selected intents for Google Dialogflow CX bots. All intents selected during the session are now included in the dashboards based on intents data. (DES-13347)

## Resolved Issues

- Designer now applies Personas correctly for individual Special Day prompts when they are defined as a variable. (DES-13341)
- An issue is fixed that caused Designer, in a very specific scenario, to stop playing a busy treatment while customers were still waiting in the queue. The scenario involved a race condition between re-entry into an Assisted Service module while a treatment that was started by the same Assisted Service module's previous invocation was already in progress. (DES-13253)
- For callbacks, an issue is fixed that caused Designer to sometimes not process callbacks correctly if the callback was rescheduled. (DES-13129)
- Designer now correctly exits the **Route Call** block and continues processing the application when a customer disconnects from a chat session while a **User Input** block is being processed. Previously, in this scenario, Designer would not exit the **Route Call** block until the block had timed out. (DES-12424)
- When the **Bot** block is configured to use barge-in setting of the bot but the setting is missing or not received from the bot, Designer now applies the default barge-in setting, which is to allow barge-ins. (DES-12216)
- Designer no longer generates a system error when an error occurs due to a TTS resource failure (for example, a server that is not available or the TTS API is not successful). Designer now considers these as recoverable errors and ignores them, and continues processing the application. (DES-11845)
- For Digital type applications, Designer now correctly sets the final disposition to **Terminated - Terminate Chat** for chat interactions when processing a **Terminate** block. (DES-13279)
- This release corrects an issue with data table search functionality where an internal method setting did not take effect. (DES-13364)

## 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.

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be taken before they take effect.

**More info:**

## Known Issues

- The custom voice feature is not supported for Callback type applications or Default type applications that do not contain any blocks in the Self Service phase. (DES-13220, DES-13201)

Designer: June 07, 2022  

## What's New

- When adding a media resource that uses TTS only, you can now optionally add alternate text to use for chats. Previously, the TTS text for voice was also used for chat. (DES-13171)

## Resolved Issues

- The **Data Tables** list page now loads more quickly. Previously, Designer could take several seconds to display the contents of this page. (DES-12799)
- The ability to "pin" a query is now working correctly on the dashboard pages in **Designer Analytics**. (DES-13153)
- When exporting a Media Collection, the values for TTS only announcements are now displayed correctly in the exported CSV file. (DES-13151)
- If a customer disconnects from a chat, Designer now correctly jumps to the **Finalize** phase if the **Continue processing when the customer disconnects** option is not enabled and the **Terminate the interaction when the customer disconnects** option is enabled in the **Route Call** block settings. Previously, this type of scenario could result in the application not being processed correctly. (DES-13149)
- Designer now continues processing an application if a TTS-related error occurs, such as non-availability of TTS rendering services. Previously, Designer would terminate the application and report this as a System Error. (DES-13101)
- When a resource is uploaded to Designer with a TTS only announcement, the TTS value is now displayed correctly in the Media Resource properties. (DES-12909)
- Designer now processes the **Debug** block correctly if the **Write these statements to platform logs** option is disabled. (DES-12566)
- For applications that are enabled for omnichannel, Designer now successfully publishes the application if there are logical inconsistencies with a **Menu** block (for example, a reference to a user variable that was previously deleted). (DES-12062)
- Standard Responses for chats are now supported for Genesys CX on Azure. (DES-11711)
- The **Analytics** page now displays a notification message ("Your session has expired please login again") when a user's login session expires due to inactivity. Previously, it displayed a "no data found" error. (DES-10361)

## 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.

**More info:**

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



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

### For private edition

- As of July 13, 2022, Designer Application Server (DAS) is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Designer Application Server (DAS) supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3601)
- As of June 14, 2022, a new version of the Helm chart, 100.0.111+0806, is available for deployment with DAS release 100.0.001.0043. (DES-13188)
- 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**, with a default value of 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. This option is disabled by default. (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: 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)
- As of July 13, 2022, Designer is Generally Available for deployment in Genesys Multicloud CX private edition on the officially

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supported by Genesys.

- Designer supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3601)

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)
  - 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)
- To optimize system performance, the search function on the **Data Tables** page only looks for matches in data table **Names**, **IDs**, and **Tags**; it does not search the contents of individual data tables. By special request, the search can be extended to include data table contents, but with the understanding that this can have a negative impact on system performance. If you choose to enable this extended search capability in your environment, Genesys strongly recommends that you consider this choice to be permanent, and to not request this change if optimal system performance is preferred. (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)

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- 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 

## 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.

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## 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 

## 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 

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## 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)

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

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## 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. (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)

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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

## 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



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## 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)

## 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

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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



- 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

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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.

## 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-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)

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## 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:**

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

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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)  
**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

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- 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)
- 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.