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Genesys Multicloud CX Release Notes

Digital Channels Release Notes

4/6/2026

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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
- For private edition












Important

The Release table lists the initial availability date for each release and the deployment environments for which a release is made available. Except when otherwise stated in the description for a specific release, each release includes all of the features and resolved issues that were introduced on earlier dates, regardless of the deployment environment. The features and resolved issues that apply only to a specific deployment environment are noted as such.

Service	Available	Genesys CX on		Private edition	Highlights	Release
AWS	Azure					
Digital Channels	September 18, 2025				Performance and security improvements.	100.0.177.2832
Digital Channels	January 22, 2025				Improvements to the Communication tab pertaining to contact search requests.	100.0.173.0000
Digital Channels	September 26, 2024				This release includes important	100.0.169.0000








Service	Available	Genesys CX on		Private edition	Highlights	Release
					security enhancements and library updates.	
Digital Channels	May 24, 2024				Various performance and third party integration improvements.	100.0.163.9665
Digital Channels	January 10, 2024				Enable option to automatically check if Facebook or Twitter post has been deleted before agent responds.	100.0.157.0707
Digital Channels	December 6, 2023				Improved handling during chat service reconnection.	100.0.155.0594
Digital Channels	November 9, 2023				Various UX improvements in the agent desktop.	100.0.153.0441
Digital Channels	October 11, 2023				Digital Channels Admin tile to be published on customer portal page.	100.0.152.0366

Service	Available	Genesys CX on		Private edition	Highlights	Release
Digital Channels	September 6, 2023				Resolved issue with bots when database server goes offline.	100.0.150.9807
AI Connector	August 2, 2023				Compatibility and performance improvements.	100.0.149.9341
Digital Channels	August 2, 2023				Fixed occasional issue with Facebook and Twitter messages.	100.0.149.9341
Digital Channels	June 14, 2023				Performance improvements.	100.0.147.8795
AI Connector	May 10, 2023				Compatibility and performance improvements.	100.0.145.8466
Digital Channels	May 10, 2023				Security improvements as well as resolved issues related to contact subscriptions, nicknames, and image attachments.	100.0.145.8466
AI Connector	April 19, 2023				Compatibility and Performance	100.0.143.8169
Digital Channels	April 19, 2023				New tooltip explanations and fixes	100.0.143.8169

Service	Available	Genesys CX on		Private edition	Highlights	Release
					in the agent interface.	
Digital Channels	March 8, 2023				A new interaction data key can be used to force or disable contact subscription for agents.	100.0.140.7776
AI Connector	February 15, 2023				AI Connector now uses an enhanced phone call model with Google Cloud Speech-to-Text.	100.0.139.7721
Digital Channels	February 15, 2023				Admins can configure whether agents are automatically subscribed to contacts for specific digital channels.	100.0.139.7721
Digital Channels	January 25, 2023				Agents can now update contact information and immediately switch channels.	100.0.136.7409


Service	Available	Genesys CX on		Private edition	Highlights	Release
Digital Channels	December 7, 2022				Facebook and Twitter messages sent by an agent with both text and images are now combined into a single message or post.	100.0.133.6847
Digital Channels	November 9, 2022				Agents can now see a character counter for SMS messages.	100.0.130.6297
Digital Channels	October 27, 2022				Agents can now hide, unhide, and delete comments in Facebook public social interactions.	100.0.129.5672
AI Connector	October 12, 2022				AI Connector now supports access to Google's Custom TTS Voice models and considers Google Dialogflow CX DTMF	100.0.129.5672







Service	Available	Genesys CX on	Private edition	Highlights	Release
				settings.	
AI Connector	September 21, 2022			 Compatibility and Performance	100.0.127.4797
Digital Channels	September 15, 2022			 Agents will now see a warning message for interactions on unassigned digital channels.	100.0.127.4797
Digital Channels	September 8, 2022				Digital Channels now masks the PII in typing notifications.
Digital Channels	August 31, 2022				Digital Channels now supports reporting of attached user data for public social interactions.
Digital Channels	August 16, 2022				This release is no longer available.
AI Connector	August 10, 2022				AI Connector is available for select customers in Genesys Multicloud



Service	Available	Genesys CX on		Private edition	Highlights	Release
					CX private edition.	
Digital Channels	August 3, 2022				<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Administrators can now configure options in the Digital Channels Admin UI.</p>	100.0.124.3419
Digital Channels	July 19, 2022				Administrators can now define a list of channel types and restrict agents' ability to search for contacts in the Communications tab.	100.0.123.2981
Digital Channels	July 11, 2022				Rich messaging is now supported in Standard Responses.	100.0.122.2868













Service	Available	Genesys CX on		Private edition	Highlights	Release
Digital Channels	June 27, 2022				Support for SparkPost email delivery provider and chat persistence across different domains.	100.0.121.2518
Digital Channels	June 14, 2022				Resolved issues.	100.0.120.1907
Digital Channels	May 26, 2022				Resolved issues.	100.0.119.1430
Digital Channels	May 10, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Resolved issues.	100.0.118.0865
Digital Channels	April 27, 2022				Resolved issues.	100.0.117.0659
Digital Channels	April 20, 2022				Content of Digital Channels 100.0.115.0188	100.0.116.0468

Service	Available	Genesys CX on		Private edition	Highlights	Release
					and resolved issues.	
Digital Channels	April 11, 2022				Agents can now navigate to the original message and contact profile on Facebook and Twitter.	100.0.115.0188
Digital Channels	March 30, 2022				The _socialSource key is now added to social media interactions to identify the corporate page or handle used by the contact.	100.0.114.0005
Digital Channels	March 17, 2022				Rich Messaging content is now supported for responses from Dialogflow CX/ES bots.	100.0.113.9459
Digital Channels	March 3, 2022				Beta Program support for	100.0.112.9013

Service	Available	Genesys CX on		Private edition	Highlights	Release
					Genesys Multicloud CX private edition deployments on GKE. Extended Regular Expression support.	
Digital Channels	February 18, 2022				Supports Regular Expressions, case insensitivity, double whitespace, and customization for keywords.	100.0.111.8774
Digital Channels	February 17, 2022				Resolved issue.	100.0.111.0000
Digital Channels	February 3, 2022				Resolved issues.	100.0.110.7442
Digital Channels	January 20, 2022				Agents can now resume chat sessions in all cases.	100.0.109.7169
Digital Channels	January 10, 2022				You can now add alternative text to images in HTML-based standard responses	100.0.107.7040

Service	Available	Genesys CX on		Private edition	Highlights	Release
					to make them WCAG compliant.	
Digital Channels	December 21, 2021				Resolved issues.	100.0.106.6898
Digital Channels	December 16, 2021				Compatibility and Performance	100.0.105.6709
Digital Channels	December 8, 2021				Privacy masking rules for regular expressions	100.0.104.6508
Digital Channels	November 23, 2021				Extended PII masking for active and historical interactions.	100.0.103.6114
Digital Channels	November 12, 2021				Direct connection to the mGage/ Kaleyra platform.	100.0.102.5808
Digital Channels	October 29, 2021				<ul style="list-style-type: none"> • Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift. • Support for 	100.0.099.4229

Service	Available	Genesys CX on		Private edition	Highlights	Release
					deploying all private edition services in a single namespace.	
Digital Channels	October 28, 2021				Digital Channels now enables a Google Dialogflow ES bot to inform the Genesys platform whether or not barge-in is enabled.	100.0.101.5180
Digital Channels	October 18, 2021				The Communication and Conversation tabs now support localization.	100.0.100.4599
Digital Channels	September 30, 2021				Resolves issue with multiple SMS messages.	9.0.000.99
Digital Channels	September 16, 2021				DTMF support for Google Dialogflow CX to enable voicebots to handle DTMF	9.0.000.97

Service	Available	Genesys CX on	Private edition	Highlights	Release
				input.	
Digital Channels	September 2, 2021	 		The status of the interaction is now provided to Genesys Chat Widget.	9.0.000.96
Digital Channels	August 19, 2021	 		Digital Channels now supports OAuth2 authentication for webhooks.	9.0.000.95
Digital Channels	August 5, 2021	 		For Dialogflow ES, Digital Channels now adds or updates the bot context during the customer's conversation with a bot.	9.0.000.94
Digital Channels	July 22, 2021	 		Compatibility and Performance	9.0.000.93
Digital Channels	July 12, 2021	 		Chat storage enhancements.	9.0.000.92
Digital Channels	July 1, 2021	 		Genesys is announcing deprecation of our legacy Cloud Contact Center	9.0.000.00

Service	Available	Genesys CX on		Private edition	Highlights	Release
					Chat solution within Genesys Multicloud CX, and we require customers to upgrade to Advanced Chat.	
Digital Channels	June 24, 2021				Genesys Multicloud CX voice now supports Microsoft TTS/STT APIs.	9.0.000.91
Digital Channels	June 10, 2021				Structured message support in the Communication and Conversation tabs.	9.0.000.90
Digital Channels	May 27, 2021				Structured message (Quick Replies) handling improvements.	9.0.000.89
Digital Channels	May 13, 2021				CX Contact opt-in enhancement.	9.0.000.88
Digital Channels APIs	May 13, 2021				Secure Email API update to improve reporting.	9.0.000.88

Service	Available	Genesys CX on		Private edition	Highlights	Release
Digital Channels	April 29, 2021				Compatibility and Performance	9.0.000.87
Digital Channels	April 15, 2021				Compatibility and Performance	9.0.000.85
Digital Channels	April 1, 2021				Standard Responses Library now accessible within Designer.	9.0.000.84
Digital Channels APIs	April 1, 2021				Secure Email API rate limiting. Custom headers for third-party messaging webhooks.	9.0.000.84
Digital Channels	March 31, 2021				Support for Genesys Engage cloud on Azure	9.0.000.83
Digital Channels APIs	March 31, 2021				Support for Genesys Engage cloud on Azure	9.0.000.85

Digital Channels: September 18, 2025   



- 100.0.177.2832 available September 18, 2025

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- Helm charts and containers


What's New

- Performance, observability, security, and resiliency improvements. (NEXUS-12357)

Resolved Issues

- Nexus allows printing the client port for the connection to DialogFlow CX in the log. To enable, set the environment variable TRACE_GRPC_CLIENT to true. (NEXUS-12354)


Digital Channels: January 22, 2025

-  100.0.173.0000 available January 22, 2025
- Helm charts and containers

What's New

- The **Communication** tab now sends the contact search request only if the user enters at least two characters for a name and four digits for a phone number. This limit is configurable via the **Digital Channels Admin** UI. (NEXUS-12051)
- Performance, observability, security, and resiliency improvements. (NEXUS-11944, NEXUS-12040)

Digital Channels: September 26, 2024

-  100.0.169.0000 available April 06, 2026
- Helm charts and containers

What's New


- In Digital Channels Administrator, the moving categories operations is improved. (NEXUS-10833)

Resolved Issues

- Some templates containing images in the header can be sent to WhatsApp numbers. (NEXUS-12038)
- If the exchange tokens are large, there are no issues with the agent's authentication. (NEXUS-11715)

Digital Channels: May 24, 2024



-  100.0.163.9665 available May 24, 2024
- Helm charts and containers

What's New


- Support for NodeJS v20. (NEXUS-11777)
- The CometD vulnerability has been addressed. (NEXUS-11737)
- Configured SameSite Cookie value to 'Lax'. (NEXUS-11722)
- Enhancements to user interface (UI) performance in monitoring scenarios. (NEXUS-11671)
- Library for communication with Google DialogFlow has been upgraded to the latest version. (NEXUS-11580, NEXUS-11112)
- Dependent libraries have been updated to resolve security findings. (NEXUS-11370)
- Behavior of operations allowing to move categories in Digital Channels Administrator has been improved. (NEXUS-10833)

Resolved Issues

- Improved performance when reconnecting to the bot. Previously in some scenarios, after long inactivity in Designer application, the agent was able to rejoin the chat session but unable to communicate with customer. (NEXUS-11827)
- Configuration changes have been implemented to enhance the solution's stability in the event of database issues. (NEXUS-11811)
- Resolved authentication issues formerly caused by large exchange tokens. (NEXUS-11715)

Digital Channels: January 10, 2024



-  100.0.157.0707 available February 14, 2024
- Helm charts and containers

What's New

- Dependent libraries have been updated to resolve security findings. (NEXUS-11370)
- Digital Channels now allows you to enable functionality that automatically checks if a Facebook post or public Tweet has been deleted prior to an agent replying to it. To turn on this functionality, enable the **Nexus UX option Enable Pre-Validation for Public Comments/Posts** in Digital Channels Administrator. When this feature is enabled, agents will see a proper notification message if the post or tweet has been deleted and will be prevented from replying. Please note there is a 15 minute cache in the case of tweets, so if the initial check validates the tweet on X (Twitter), the agent will be allowed to type a reply during that 15 minute window even if the tweet is subsequently deleted. (NEXUS-11242) (NEXUS-9949)

Resolved Issues

- In some social engagement conversations, the end consumer was not recognized as a participant in the session due to an internal timeout which caused the agent's message to be rejected. This issue has been resolved. (NEXUS-11429)

Digital Channels: December 06, 2023



What's New


- In the Digital Channels Administrator, customers can now choose the default time zone for chat sessions from a drop-down menu. Previously, an integer value was required to be selected. (NEXUS-10940)

Resolved Issues

- Previously, some agents were receiving an error message when attempting to insert a standard response that contained an image attachment. This was due to the requirement to have either **nexus/pii=enabled** option or **Designer.Business.General.canUpdate** privilege to access to the content management API. This issue is now fixed. Therefore, no additional configuration is required to use images in standard responses. (NEXUS-11317)
- Previously, after a maintenance update of Digital Channels, the chat service would re-connect but an error message remained on the **Communication** and **Conversation** tabs of Agent Workspace. This issue is now fixed. (NEXUS-10926)
- If a connection to the chat service is lost, the agent will be notified when the connection is restored. Previously, an error message was displayed until the agent reloads the browser page. (NEXUS-10925)

Digital Channels: November 09, 2023



-  100.0.153.0441 available November 15, 2023
- Helm charts and containers

What's New

- Dependent libraries have been updated to resolve security findings. (NEXUS-11256)
- Various user experience improvements in the agent desktop. (NEXUS-11215)

Resolved Issues

- Consumption of memory resources during chatbot and voicebot usage has been improved, resulting in better reliability of the solution. (NEXUS-11228)

Digital Channels: October 11, 2023



What's New

- Digital Channels now supports updating user data of a chat session and active interaction (if any) during a re-join action to an asynchronous chat session. To enable this feature, change the value of the option **updateUserDataOnSessionRejoin** in **chat** section of the Digital Channels Administrator. Previously, Digital Channels did not allow changes to the parameters of a chat session, including user data, endpoint, and stream, when re-joining an asynchronous chat session (via POST request to `/nexus/v3/chat/sessions` with `x-nexus-client-key` provided). (NEXUS-11230)
- Dependent libraries have been updated to remediate security findings. (NEXUS-11020)
- The Digital Channels Admin site is available on each customer's Engage Cloud Portal page starting as early as Oct 1, 2023. Digital Channels Administrators have full access to the admin settings for Digital Channels, which includes the ability to manage Standard Responses, PII, Field Codes, Custom Variables, API Keys, Tenant Settings, and SMS keywords. (NEXUS-10714)
More info:

Resolved Issues

- The correct error message is now returned when Digital Channels sends an unknown bot name to the bot API. (NEXUS-11212)
- Digital Channels now responds with a phone number in international format when customers send an SMS unrelated to an outbound campaign. (NEXUS-10941)
- Previously, when the database server went offline during runtime, the bot APIs for voice and chat stopped working. This issue is now fixed in Azure tenants. (NEXUS-10363)

Digital Channels: September 06, 2023




Resolved Issues

- Previously, when the database server went offline during runtime, the bot APIs for voice and chat stopped working. This issue is now fixed. (NEXUS-10363)

AI Connector: August 02, 2023



-  100.0.149.9341 available August 17, 2023
- Helm charts and containers

Resolved Issues

- This is an update for compatibility and performance improvements.

Digital Channels: August 02, 2023



- 100.0.149.9341 available August 17, 2023
- Helm charts and containers

What's New

- Digital Channels now reports the exact error that occurred in CX Contact to better inform users on the issue. (NEXUS-10990)
- This release includes observability and resiliency improvements. (NEXUS-11004, NEXUS-10843, NEXUS-10559)

Resolved Issues

- In some cases, the Digital Channels Social Hub Connector was unable to read the list of contact centers and configured channels for each tenant, which prevented incoming and outgoing messages from Facebook and Twitter. This issue has now been fixed. (NEXUS-11065)

Digital Channels: June 14, 2023



- 100.0.147.8795 available June 16, 2023
- Helm charts and containers

What's New

- Digital Channels now enables the ability to define the customer's time zone for the session and records it properly in the chat transcript in UCS. The time zone can be defined at the tenant level via the **timezone** option in the **chat** section or by attaching the user data key **nexus_timezone** at the session creation. Time is specified in minutes from the GMT+0 time zone (for example, GMT+2 will be specified by the value 120 and GMT-5 is represented by the value -300). A future enhancement will leverage this capability when emailing chat transcripts using Multicloud CX Email. (NEXUS-10837)

Resolved Issues

- Memory usage by Digital Channels is decreased to improve performance. Previously, Digital Channels Core was accumulating memory over runtime but did not properly release certain objects related to chat sessions, causing the memory to increase over time. (NEXUS-10713)
- Simple Notifications are now correctly delivered to consumers on the WhatsApp channel. Previously, when an agent tried to send a Simple Notification, an error message was displayed. (NEXUS-10239)

AI Connector: May 10, 2023





- 100.0.145.8466 available May 23, 2023
- Helm charts and containers

Resolved Issues

- This is an update for compatibility and performance improvement.

Digital Channels: May 10, 2023



- 100.0.145.8466 available May 23, 2023
- Helm charts and containers

What's New

- Security, observability, and resiliency improvements. (NEXUS-9624, NEXUS-10472)

Resolved Issues

- Previously, in some Digital Channels sessions, the agent could not resume the conversation in the session after a significant pause in communication (for example, more than 3 days) due to an internal issue. This issue is now fixed, and the agent can now resume communication in such sessions until the session is expired due to inactivity timeout. This fix applies to new sessions only. (NEXUS-10785, NEXUS-10310)
- Previously, in some chat sessions, agents could not upload and send JPEG attachments. This issue is now fixed. (NEXUS-10779)
- Status check marks indicating that a message is sent, delivered, and read is now shown for messages sent by a chatbot. Previously, these check marks were only visible for messages sent by agents. (NEXUS-10748)
- In some cases, an agent who had already unsubscribed from a contact was receiving both the Show/Dismiss pop-up toast notification and the Accept/Reject pop-up toast notification upon an incoming Twitter or Facebook interaction, as if they were still subscribed. This issue is now fixed. (NEXUS-10707)
- If a chat session is created with only a nickname provided, the session uses the nickname as the contact's first name. Previously, the nickname was not sent to the agent desktop, so the agent desktop was displaying the contact ID (a string of characters) instead of the contact's name. (NEXUS-10667)
- Previously, the connection between Digital Channels and the agent desktop could stop working if the network gets disconnected after an agent login or during chat, due to an issue in the network connection retry logic. This issue is now fixed as the retry logic functions properly. (NEXUS-9851)
- Previously, if an agent unsubscribed from a contact after a Twitter or Facebook public interaction, and then received a new interaction from the same contact, the agent was not subscribed to the contact again. This issue is now fixed, and the agent is now subscribed to the contact after accepting an interaction when subscriptions are enabled. (NEXUS-8693)

AI Connector: April 19, 2023





- 100.0.143.8169 available April 19, 2023
- Helm charts and containers

Resolved Issues

- This is an update for compatibility and performance improvement.

Digital Channels: April 19, 2023



- 100.0.143.8169 available April 19, 2023
- Helm charts and containers

What's New

- When an agent hovers over the status checkmark next to a message, the tooltip text will now display the time of delivery receipt and/or read receipt. **Note:** Delivery receipts are only available for WhatsApp and SMS channels, while read receipts are only available for the WhatsApp channel. (NEXUS-10702)
- During an SMS interaction, agents can now hover over the character counter to display a tooltip explaining how the counter works. (NEXUS-10622)
- In Digital Channels, when a message fails to send, agents can now hover over the error message to view more details on the reason for failure. (NEXUS-10534)

Resolved Issues


- For WhatsApp interactions, the read receipt checkmark indicator is now displayed in blue, distinguishing it from the delivery checkmark, which remains gray. Previously, both the read checkmark and the delivery checkmark were gray, making them indistinguishable. (NEXUS-10698)
- The active interaction indicator will no longer be displayed next to the contact name in the **Communication** tab when the interaction is not active. Previously, if an agent unsubscribed from a contact during an interaction, completed the interaction, and searched for the same contact again, the active interaction indicator would still be displayed next to the contact name. This caused the creation of an outbound interaction to fail. (NEXUS-10678)
- The URL verification button under the chat conversation window is now disabled when there is no URL entered in the chat input field. Previously, the button was clickable and opened a blank window. (NEXUS-10677)
- CX Contact users are now able to send test SMS messages. Previously, the "Send Test SMS" button would not work in certain cases because the message ID was undefined. (NEXUS-10676)
- Previously, when agents used the latest version of the Advanced Chat UI and the option `privilege.chat-nexus.communication.can-send` was set to `false`, they were able to send messages. This issue has been fixed.
If the option is set to `false`, the message send bar will only be hidden from the agent. To allow agents to send chat messages, this option should be set to `true`. (NEXUS-10654)
- The markdown editor button no longer disappears when an agent switches from a Chat interaction to an SMS interaction and then back to Chat. (NEXUS-10652)
- If a chat session is started without any contact attributes, an empty contact is created with a unique contact ID and associated

with the chat session, ensuring that the chat session is properly tracked and managed. Previously, contact creation was skipped when no contact attributes were provided to create or find a contact. This caused issues with how Digital Channels handled that interaction.

It is still recommended that customers require their end consumers to provide some contact information when starting a chat session. It is not possible to re-associate the chat session with a different contact, although agents can edit created contacts if they have the required permissions. (NEXUS-10637)

- Videos sent by customers through the Facebook Messenger channel are now displayed properly on the agent desktop. (NEXUS-10585)
- Agents previously encountered an issue where they would unsubscribe from a contact, but still receive notifications as if they were subscribed, and the contact would reappear in the **Communication** tab after logging out and logging back in. This issue has now been fixed. (NEXUS-9813)
- Previously, agents were automatically subscribed to a contact when they accepted a consultation chat from another agent. This behavior has been changed so that agents are no longer subscribed to the contact during a consultation chat. Only the agent who is directly handling the interaction with the consumer will be subscribed to the contact if subscriptions are enabled. (NEXUS-8097)

Digital Channels: March 08, 2023

-  100.0.140.7776 available March 08, 2023
- Helm charts and containers


What's New

- A new interaction data key has been introduced in Digital Channels which can force or disable contact subscription for agents. Customers can set the `nexus_subscribe_on_accept` user data key to `true` to force agent subscription to a contact or set it to `false` to prevent agent subscription to a contact. (NEXUS-10580)

Resolved Issues

- In some cases, the Digital Channels Social Hub Connector was unable to refresh the social configuration settings after a timeout period, which prevented incoming and outgoing messages from Facebook and Twitter. This issue has now been fixed. (NEXUS-10502)

AI Connector: February 15, 2023


-  100.0.139.7721 available February 15, 2023
- Helm charts and containers

Resolved Issues

- The Digital Channels AI Connector now uses an enhanced phone call model with Google Cloud Speech-to-Text to provide better quality audio calls. (NEXUS-10573)

Digital Channels: February 15, 2023



-  100.0.139.7721 available February 15, 2023
- Helm charts and containers

What's New


- Administrators can now configure whether agents are automatically subscribed to contacts for specific digital channels. Using the option `disableSubscription` in the **chat section** in the Digital Channels tenant options, Administrators can disable the contact subscription for specific sub-media types: `InboundNew`, `SMS`, `WhatsApp`, `FacebookPrivate`, `FacebookPublic`, `TwitterPrivate`, or `TwitterPublic`. (NEXUS-9693)

Resolved Issues

- Digital Channels now correctly handles connections and disconnections from CX Contact. Previously, when handling events for outbound campaigns through CX Contact, Digital Channels occasionally sent events to a closed connection that caused them to be lost. (NEXUS-10567)

Digital Channels: January 25, 2023



-  100.0.136.7409 available January 25, 2023
- Helm charts and containers

What's New

- The maximum size allowed for chat attachments has been increased to 15 MB in Multicloud CX on Azure. (NEXUS-10504)
- Customers can now specify which rich media types are allowed as an option in the Digital Channels tenant settings. (NEXUS-10201)
- Agents can now update the contact information for a contact and use that updated information to switch channels and communicate with the contact over that channel. (NEXUS-9614)

Resolved Issues

- When a chat session expires and Digital Channels cannot retrieve the message history, the agent desktop will now show a message that says: "Unable to get messaging history. Session might be expired. Consider using Interaction History search function to find previous interactions." (NEXUS-10365)
- The Digital Resources section in Designer for Standard Responses, Field Codes, and PII Management now uses the privileges provided by the server to configure visibility. Previously, the UI was not honoring the `Designer.Business.General.canUpdate` role. (NEXUS-10338)
- When inserting a standard response into a chat message, the standard response content will not erase any previously typed text. (NEXUS-10330)

Digital Channels: December 07, 2022



- 100.0.133.6847 available April 06, 2026
- Helm charts and containers

What's New

- Facebook and Twitter public messages sent by an agent with both text and images are now combined into a single message or post. Previously, they were displayed to the customer as multiple messages or posts. (NEXUS-8134)
- Digital Channels now allows customers to set a specific list of SMS opt-in and opt-out keywords at their tenant level. (NEXUS-10092)
- Digital Channels is now able to accept a webhook from SparkPost with multiple email messages and receipts in one request. Previously, just the first message or receipt was accepted and processed, while all others were ignored. (NEXUS-10288)

Resolved Issues

- A proper error message is now displayed when an agent or supervisor attempts to hide or delete a Facebook comment and the process fails. (NEXUS-10323)
- In Designer, the Digital Resources section for Standard Responses, Field Codes, and PII Manager now displays properly. Previously, Designer Business Users were unable to access the section. (NEXUS-9579)
- Designer now properly handles bot interactions when re-joining a conversation. Previously, the Designer application might terminate the current bot interaction when re-joining a chat session. (NEXUS-9968)
- Digital Channels added validation for SparkPost webhooks for outbound email, so it is now configured with proper authentication. (NEXUS-10289)
- Digital Channels Administration now shows the proper username when the user is logged in but does not have their first and last names set. (NEXUS-10004)
- The Conversation tab now displays a generic informational message when an agent is checking their voicemail. Previously, there was an error message indicating something was wrong. (NEXUS-10199)

Digital Channels: November 09, 2022



- 100.0.130.6297 available November 29, 2022
- Helm charts and containers

What's New

- Digital Channels now supports multiple connections for outbound email interactions in a single tenant: built-in connector to SparkPost email provider, a custom gateway built with a third-party email API and/or a built-in connector to Genesys Cloud CX aggregation service. Previously, only one option was possible per tenant. (NEXUS-10047)
- Digital Channels now supports a simple notification message template in the Standard Response Library that allows for variables but does not include images, header and footer options. (NEXUS-10008)

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- Agents can now see how many characters have been included in the current SMS message so they can keep within prescribed limits. (NEXUS-10006)

Resolved Issues

- Agents can now push a website URL to a customer as an SMS message. Previously, the customer would not receive the SMS message with the URL. (NEXUS-10192)
- CX Contact users are now able to send test emails. Previously, the “Send Test Email” button would not work in certain cases. (NEXUS-10186)
- When using a third-party email provider for outbound email with CX Contact, administrators can now configure the webhook with an email domain. Previously, a full email address was required. (NEXUS-10066)
- Designer applications are now prevented from posting messages in public Facebook and Twitter sessions. Previously, if an application posted a message, it was shown as a public post or tweet. (NEXUS-10044)

Digital Channels: October 27, 2022

Note: Availability of release 100.0.129.5672 for on-premises deployments is limited to select customers.

What's New

- This release is now available for Genesys Multicloud CX on Azure. It was previously released on October 12, 2022 for Genesys Multicloud CX on AWS.
- Agents can now hide, unhide, or delete user comments in Facebook public social interactions. Agents can also unhide or restore the original comments that were hidden or deleted. (NEXUS-8795)
- Digital Channels now supports a new asynchronous chat mode that, when configured, continues the chat interaction routing even if the customer leaves the chat interaction. This feature is available for select customers in Genesys Multicloud CX. Contact Genesys to enable this feature. (NEXUS-9691) (NEXUS-9349)

Known Issues

- When an agent sends an image to a customer with a file name that contains non-Latin symbols, the image is not delivered.
Workaround: Rename the image file names with only Latin symbols. (NEXUS-9952)

AI Connector: October 12, 2022

Note: Availability of release 100.0.129.5672 for on-premises deployments is limited to select customers.

What's New


- AI Connector now supports access to Google’s Custom TTS Voice models. Contact Genesys to enable this feature. (NEXUS-9317)
- AI Connector now considers the Google Dialogflow CX DTMF settings. (NEXUS-9305)

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- AI Connector is now able to receive a no-input event from Dialogflow CX to start another dialog turn. This feature allows you to adjust the Dialogflow CX's timeout. (NEXUS-9304)
 - Digital Channels now supports the Google Dialogflow CX's **No speech timeout** setting and the corresponding built-in no input events. (NEXUS-10457, NEXUS-9905)

Resolved Issues

- DTMF timeout errors caused by delayed webhook requests have been fixed. Previously, DTMF timeout errors were displayed. (NEXUS-9888)
- AI Connector now supports language parameters in DTMF requests. (NEXUS-9886)


AI Connector: September 21, 2022

-  100.0.127.4797 available September 21, 2022
- Helm charts and containers

What's New

- This is an update for compatibility and performance improvement.

Digital Channels: September 15, 2022

-  100.0.127.4797 available September 22, 2022
- Helm charts and containers

Note: Availability of release 100.0.127.4797 for on-premises deployments is limited to select customers.

What's New

- Agents will now see a warning message on the **Conversation** and **Communication** tabs when interactions come in through unassigned digital channels. (NEXUS-9717)
- Starting with this release, Digital Channels has stopped supporting the Internet Explorer 11 browser (EOL). (NEXUS-9561)

Digital Channels: September 08, 2022

Resolved Issues

- Digital Channels now masks the PII (Personal Identifiable Information) data in typing notifications in chat transcripts. Previously, the PII was partially masked. Digital Channels now provides an option to apply the privacy rules scope of HISTORY to the chat transcript returned to the Designer. The tenant configuration option is accessible at **privacy/consumerAPIScope** with values such as NONE, HISTORY (default), and AGENT and allows you to modify the scope of the privacy rules that are applied. PII data may also be exposed in Typing Events and Typing Preview displayed to the agent. Digital Channels now supports the following new tenant options to control this:
 - **privacy/storeTypingEventsInUCS** to prevent Digital Channels to store TypingStarted/TypingStopped events into the UCS transaction history. The default option is true. To avoid storing the TypingStarted/TypingStopped events, set the option as false.
 - **privacy/disableTypingPreview** to disable typing preview functionality for a chat. When disabled, Digital Channels ignores the typing preview text and does not show it to an agent or store it in the chat transcript. By default, the typing preview is enabled. (NEXUS-9824)
- Digital Channels now provides an option to apply the privacy rules scope of HISTORY for the data returned to the SpeechMiner. The tenant configuration option is accessible at **privacy/historyAPIScope** with values such as NONE, HISTORY (default), and AGENT and allows you to modify the scope of the privacy rules that are applied. (NEXUS-9825)

Digital Channels: August 31, 2022

Note: Availability of release 100.0.126.4147 for on-premises deployments is limited to select customers.

What's New

- Agents can now see the digital channels that were configured for them to use, and the disabled channels are no longer displayed in the channel icons at the bottom of the **Conversation** and **Communication** tabs. The agents are only able to start outbound interactions with the allowed channels. (NEXUS-9609)
- Digital Channels now supports the reporting of attached user data for public social interactions (for Facebook and Twitter). Previously, only private messages on Facebook and Twitter were supported. (NEXUS-9451)

Resolved Issues

- Attachments in Twitter and Facebook messages are now downloaded with the complete file names and extensions. Previously, the file names contained caption text and had no extension. (NEXUS-8349)
- Agents can now click an image in a chat interaction to expand it. Previously, when the agent had multiple interactions, the images were not expanded. (NEXUS-9484)

Known Issues

- When a user creates a Standard Response with Rich Media templates in the **Standard Responses** management section of **Designer**, the field code values from the **Insert Field Code** menu do not get copied to the clipboard.

Workaround: Create a new Standard Response of type *Text/html* response and insert the required field code values into the plain text part, and save it. To add field code values to your Standard Response with Rich Media template, copy the values from the plain text part and paste them where they are needed. Alternatively, use the **Digital Channels Admin** UI to get **Standard Responses**. There, the issue does not exist. (NEXUS-9724)
- **Limitation:** Chat interactions do not support Standard Responses consisting of HTML tags or a combination of HTML and plain texts. In chat interactions, use plain text in Standard Responses. (NEXUS-9110)


Digital Channels: August 16, 2022

Note: Availability of release 100.0.125.3946 for on-premises deployments is limited to select customers.

Known Issues

- This release is no longer available to most Multicloud CX customers. A new release is being prepared to correct an identified issue and will include the planned features.

AI Connector: August 10, 2022

-  100.0.124.3419 available August 10, 2022
- Helm charts and containers


Known Issues

- AI Connector is unable to handle the caller's language intent for Dialogflow CX accurately (NEXUS-9876)

For private edition

- Starting with this release, AI Connector is available for select customers in Genesys Multicloud CX private edition, as part of the Beta Program. Deployments on OpenShift Container Platform (OpenShift) and Google Kubernetes Engine (GKE) are supported.
More info:

Digital Channels: August 03, 2022

-  100.0.124.3419 available August 10, 2022
- Helm charts and containers

Note: Availability of release 100.0.124.3419 for on-premises deployments is limited to select customers.

What's New

- Administrators can now configure Digital Channels options using a new user interface **Digital Channels Admin** available on the Genesys Portal page. Contact Genesys to enable this feature.
In Digital Channels Admin, you can access the following functions:

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- Standard Responses and category authoring.
 - Privacy rules management for all incoming messages such as chat, SMS, WhatsApp, Facebook (private and public messages), Twitter (private and public messages), email, and work items.
 - Digital Channels tenant configuration (tenant settings).
 - AI integrations.
 - Outbound SMS keywords. (NEXUS-8615)
 - Administrators can now set a list of supported languages and a default language for identifying and categorizing incoming messages in multiple languages. Setting this list removes inaccurate or irrelevant language tagging in digital interactions. (NEXUS-9449)
 - Markdown format is now supported in:
 - **Standard Responses**.
 - **Communication** and **Conversation** tabs.
 - Chat transcripts where agents can now view and send markdown formatted chat messages. Markdown format can be enabled in Genesys Widgets.

(NEXUS-9296) (NEXUS-9133) (NEXUS-9099)
More info:

Known Issues

- The **Digital Channels Admin** UI does not restrict the user's access to the Standard Response, Field Codes, Field Values, and PII screens. (NEXUS-9579)

For private edition

- Digital Channels supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (NEXUS-4824)

Digital Channels: July 19, 2022  

Note: Availability of release 100.0.123.2981 for on-premises deployments is limited to select customers.

What's New

- Administrators can now restrict the agents' ability to search for contacts in certain fields in the **Communications** tab. (NEXUS-8612)
- Administrators can now define a list of channel types to be displayed in the agent's **Communication** tab. (NEXUS-8614)

Resolved Issues

- Agents can now attach files in chat interactions after sending notification messages to the user. Previously, agents were unable to

attach files as the attachment icon disappeared. (NEXUS-9228)

Digital Channels: July 11, 2022

Note: Availability of release 100.0.122.2868 for on-premises deployments is limited to select customers.

What's New

- Rich messaging is now supported in Standard Responses for agents to use in replies. Agents can send rich media elements created using Quick Reply, Carousel with Generic templates to customers through the chat widget. (NEXUS-8290)

Known Issues

- The preview of standard responses with rich messaging content is only displayed after it is inserted into the chat. (NEXUS-9683)

Digital Channels: June 27, 2022

Note: Availability of release 100.0.121.2518 for on-premises deployments is limited to select customers.

What's New

- Digital Channels now supports the SparkPost email delivery provider for outbound campaigns. (NEXUS-8291)
- Cross-domain chat support sample and required scripts are now available. Please follow the Digital Channels Developer's Guide to enable cross-domain support for your chat widget. (NEXUS-8844)
More info:

Known Issues

- After sending notification messages to the user, agents are unable to attach files in chat interactions. The attachment icon disappears.
Workaround: Agents can refresh the page to restore the attachments icon. (NEXUS-9228)
- In a browser window, only one agent login can access several workspaces (WWE, Designer, and so on). Digital Channels does not support multiple agent logins in a single browser window. (NEXUS-9243)
- When a user sends a GIF file from a Facebook Public interaction, the GIF file and the accompanying messages (if any) are not delivered to agents. (NEXUS-9298)
- When an agent logs into WWE using two different browsers or tabs, the chat conversations do not synchronize and the issue is reported as a chat event stream error. (NEXUS-9282)
- When the agent refreshes the browser tab with an active Facebook public or Twitter public social interaction, the active interaction is not displayed and the agent cannot start the outbound interaction. This issue is observed in all previous releases.
Workaround: Log out of WWE and then re-login to begin outbound interaction. The previous active interaction loads in the next workflow step. (NEXUS-7024)

Digital Channels: June 14, 2022



Note: Availability of release 100.0.120.1907 for on-premises deployments is limited to select customers.

Resolved Issues

- In the **Conversation** tab, if the server is unable to process a request due to a network issue, agents can now press the **Retry** button to reload the page. Previously, the page displayed a spinning wheel and failed to handle the request. (NEXUS-8825)

Digital Channels: May 26, 2022



Note: Availability of release 100.0.119.1430 for on-premises deployments is limited to select customers.

Resolved Issues

- Digital Channels now correctly reports incoming messages from contacts to CX Contact. (NEXUS-8717)
- In the message input area, word wrapping now works correctly. Previously, when the end of the line was reached, words were broken in the middle instead of wrapping to the next line. (NEXUS-8930)

Digital Channels: May 10, 2022



- 100.0.118.0865 available May 11, 2022
- Helm charts and containers

Note: Availability of release 100.0.118.0865 for on-premises deployments is limited to select customers.

Resolved Issues

- For Facebook Messenger and Twitter Direct Messaging interactions, Digital Channels now correctly calculates the interaction start date for reporting data and all metrics that are calculated from the start date (for example, `csg_SessionUntilFirstReplyTime`). Previously, the start date was calculated to be before the actual start date. (NEXUS-8734 and NEXUS-8845)
- Multiple messages sent into the same chat session in quick succession now create and route as a single interaction. Previously, in some cases, more than one interaction was created and routed. (NEXUS-8793)

Known Issues

- For Facebook Public and Twitter Public interactions, reporting data is not saved when an agent closes the session. (NEXUS-8771)

For private edition

- As of July 13, 2022, Digital Channels is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys. Availability of Social and Messaging channels for private edition deployments is to be announced separately.

Digital Channels: April 27, 2022  

Note: Availability of release 100.0.117.0659 for on-premises deployments is limited to select customers.

Resolved Issues

- Personal Identifiable Information (PII) is now masked correctly in agent chat messages that contain images. (NEXUS-8190)
- When handling a voice call, Designer is now able to correctly identify the contact based on the phone number. (NEXUS-8569)

Digital Channels: April 20, 2022 

Resolved Issues

- The maximum size of the body for requests with a JSON payload has been increased to 3 MB. (NEXUS-8731)

Digital Channels: April 11, 2022 

Note: Availability of release 100.0.115.0188 for on-premises deployments is limited to select customers.

What's New

- The ability for agents to add attachments to any chat or social interaction can now be disabled at the tenant level. Contact Genesys to disable agent attachments. (NEXUS-8610)
- Facebook page information and Twitter handle information for private messages is now displayed in Agent Workspace and included in interaction Case Data. (NEXUS-8479)
- Additional API endpoints for updating email content and attachments are now available in Secure Email API. (NEXUS-8454)

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- Agents can now navigate to the original message and contact profile on Twitter. Contact Genesys to enable this feature. (NEXUS-8144)
 - Agents can now navigate to the original message and contact profile on Facebook. This feature is not supported for Facebook Messenger. Contact Genesys to enable this feature. (NEXUS-8142)
 - Keywords and replies associated with outbound messages can now be redefined at the tenant level. (NEXUS-7588)

Resolved Issues

- Disconnection followed by reconnection to the backend server no longer prevents new inbound chat messages from being displayed in the **Conversation** and **Communication** tabs. (NEXUS-8638)

Digital Channels: March 30, 2022  

Note: Availability of release 100.0.114.0005 for on-premises deployments is limited to select customers.

What's New

- Passing client credentials in the body of the request while communicating with the 3rd-party OAuth service is now supported. (NEXUS-8535)
- The **_socialSource** key is now added to social media interactions to identity the corporate page or handle used by the contact. (NEXUS-8543)

Resolved Issues

- If the async feature is disabled at the tenant level, social media interactions are no longer placed in the asynchold queue. (NEXUS-8608)

Digital Channels: March 17, 2022  

Note: Availability of release 100.0.113.9459 for on-premises deployments is limited to select customers.

What's New

- The Secure Email API now returns the **contactID** and **interactionID** in the response for **GET /securemail/{secureMailId}**; requests. (NEXUS-8456)
- Rich Messaging content is now supported for responses from Dialogflow CX/ES bots. (NEXUS-8270)

Digital Channels: March 03, 2022



- 100.0.112.9013 available March 10, 2022
- Helm charts and containers

Note: Availability of release 100.0.112.9013 for on-premises deployments is limited to select customers.

What's New

- Regular expressions are now supported for CX Contact keywords. (NEXUS-8295)
- **Mixed Mode:** Regular expressions can now be used to override the region to enable agents to login in environments with multiple Genesys Web Services deployments. (NEXUS-8289)
- The user data of social interactions is now updated to include the detected language of the first message in the transcript. (NEXUS-8146)
- Custom types of keyword groups and messages are now supported on the record and batch levels for SMS messages in CX Contact. (NEXUS-7587)

Resolved Issues

- Agents can no longer insert unsupported file type images from the **Responses** tab. Currently, Digital Channels supports the following file types for attachments: *.jpg, *.png, and *.gif. (NEXUS-8339)
- The **nexus_asynchold_enable=false** setting now works as expected when it is included in the creation of chat session parameters. (NEXUS-7954)

For private edition

- As of March 31, 2022, Digital Channels supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2834)

Digital Channels: February 18, 2022



Note: Availability of release 100.0.111.8774 for on-premises deployments is limited to select customers.

What's New

- Attachment caption text is now displayed for Twitter and Facebook messages. (NEXUS-8133)
- Regular Expressions are now supported for all types of keywords in inbound SMS messages. Case insensitivity and double whitespaces are supported for common keywords. (NEXUS-7589)
- Custom types of keyword groups and messages are now supported on the record and batch levels for SMS

messages. (NEXUS-7587)

- When a chat session is created, custom attributes can now be added to the user data to aid in contact identification. (NEXUS-8192)

Resolved Issues

- In the **Communication** tab, agents can now download images in SMS messages by clicking the download button on the full-size image view. Previously, clicking the button did not download the image. (NEXUS-8228)
- Downloaded files from inbound WhatsApp message attachments that have captions now have the correct filename and extension. (NEXUS-8069)
- Images can now be inserted into chat messages from the **Responses** tab. (NEXUS-8041)

Known Issues

- If a reply to a Twitter or Facebook public post contains two or more messages, the reply is split into two or more different messages in Agent Workspace. (NEXUS-8169)
- When an agent downloads an attachment from a Twitter or Facebook message, the file name might contain caption text and have no file extension.
Workaround: The agent can rename the attachment file and add the appropriate file extension using one of the supported file types: *.jpg, *.png, or *.gif. (NEXUS-8349)
- From the **Responses** tab, it is possible for an agent to insert a standard response containing one or more attachments that have an unsupported file type into a chat message. Messages with unsupported file types cannot be sent and attachments cannot be previewed. Currently, Digital Channels supports the following file types for attachments: *.jpg, *.png, and *.gif. (NEXUS-8339)
- In some situations, Digital Channels might create more than one interaction for a single message from a contact. (NEXUS-8332)

Digital Channels: February 17, 2022



Note: Availability of release 100.0.111.0000 for on-premises deployments is limited to select customers.

Resolved Issues

- Agents can now insert images from the **Standard Response** tab in the Agent Workspace chat messaging view. (NEXUS-8041)

Digital Channels: February 03, 2022



Note: Availability of release 100.0.110.7442 for on-premises deployments is limited to select customers.

Resolved Issues

- Digital Channels now ignores leading, trailing, and multiple spaces between keywords when searching for the following keywords

in outbound SMS messages: **stop**, **unstop**, and **help**. (NEXUS-8191)

Known Issues

- Personal Identifiable Information (PII) that should be masked by regular expressions defined by privacy rules are not masked in the agent chat message view if these messages contain images. (NEXUS-8190)

Digital Channels: January 20, 2022  

Note: Availability of release 100.0.109.7169 for on-premises deployments is limited to select customers.

Resolved Issues

- Agents can now resume chat sessions in all cases. (NEXUS-8089)

Known Issues

- The `nexus_asynchold_enable=false` setting does not work as expected when it is included in the creation of chat session parameters. (NEXUS-7954)

Digital Channels: January 10, 2022

Note: Availability of release 100.0.107.7040 for on-premises deployments is limited to select customers.

What's New

- Digital Channels no longer requires the **ContactId** key in the interaction User Data. (NEXUS-8047)
- PII rules for History now apply to the **Communication** and **Conversation** tabs once the interaction is completed. For active interactions, the Agent scope applies to the agent handling the interaction. (NEXUS-7597)
- You can now add alternative text to images in HTML-based standard responses to make them WCAG compliant. (NEXUS-7595)
More info:

Resolved Issues

- In the **Communication** tab, PII masking is now correctly applied to all messages. Previously, earlier messages containing PII received during an agent's current session might not have been masked until the agent logged in again. (NEXUS-7794)

Known Issues

- Files downloaded from inbound WhatsApp messages cannot be opened until the agent modifies the filename by deleting text

appended after the file extension. (NEXUS-8069)

Digital Channels: December 21, 2021

Resolved Issues

- Digital Channels now correctly processes delivery receipts from the Kaleyra SMS provider. (NEXUS-8052)

Digital Channels: December 16, 2021

Note: Availability of release 100.0.105.6709 for on-premises deployments is limited to select customers.

What's New

- This is an update for compatibility and performance improvement.

Digital Channels: December 08, 2021

Note: Availability of release 100.0.104.6508 for on-premises deployments is limited to select customers.

What's New

- Privacy masking rules for regular expressions now support ignore case, global, and multi-line flags. (NEXUS-7584)
More info:

Digital Channels: November 23, 2021

Note: Availability of release 100.0.103.6114 for on-premises deployments is limited to select customers.

What's New

- Agents can now select from among multiple assigned outbound SMS numbers when sending an SMS message. (NEXUS-7727)
- PII rules for History now apply to the **Communication** and **Conversation** tabs once the interaction ends. For active interactions, the Agent scope applies to the agent handling the interaction. (NEXUS-7597)
More info:

-
- Deployment container security improvements. (NEXUS-7583)

Known Issues

- In the **Communication** tab, earlier messages containing PII received during an agent's current session might not be masked until the agent logs in again. (NEXUS-7794)
- With the history scope privacy rules, sometimes active interaction messages remain masked for the agent who accepted the interaction after the interaction is transferred. (NEXUS-7797)

Digital Channels: November 12, 2021


What's New

- Digital Channels now supports a direct connection to the mGage/Kaleyra platform for inbound and outbound SMS messaging. (NEXUS-7169)
- Security improvements for Digital Channels on Azure. (NEXUS-6696)

Resolved Issues

- All opt-in, help, and freeform message content for SMS messages received during a CX Contact campaign is now correctly reported to CX Contact. (NEXUS-7693)
- Digital Channels can now set and operate with User Data to which a customer has attached arrays with values. (NEXUS-7618)

Digital Channels: October 29, 2021

-  100.0.099.4229 available October 29, 2021
- Helm charts and containers

For private edition

- Starting with this release, Digital Channels 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. (NEXUS-6186)
More info:
- Support for deploying the Digital Channels service in a single namespace with other private edition services has been validated. (NEXUS-7353)

Digital Channels: October 28, 2021

What's New

- Digital Channels now enables a Google Dialogflow ES bot to inform the Genesys platform by a custom payload message whether or not barge-in is enabled for a prompt. (NEXUS-7148)

Digital Channels: October 18, 2021



What's New

- The **Communication** and **Conversation** tabs now support localization in the following languages: German, French, Spanish, Brazilian Portuguese, Polish, Italian, Dutch, French Canadian, Standard Chinese, Simplified Chinese, Korean, and Japanese. (NEXUS-6877)

Resolved Issues

- Messages are now correctly generated when batch processing **Help**, **Stop**, and **Resume** templated messages within CX Contact. Previously, the wrong message might have been sent. (NEXUS-7338)

Digital Channels: September 30, 2021



Resolved Issues

- Digital Channels now ensures that only unique SMS messages are displayed to an agent. Previously, in some situations, the same SMS message from a contact could be displayed multiple times to an agent. (NEXUS-7004)

Digital Channels: September 16, 2021



What's New

- Digital Channels now supports Dual-Tone Multi-Frequency (DTMF) with Google Dialogflow CX to enable voicebots to handle DTMF input. (NEXUS-7097)

Digital Channels: September 02, 2021



What's New

- Digital Channels now automatically generates filenames for messages with attachments without filenames. (NEXUS-7136)
- When an agent completes an interaction in Agent Workspace, the status of the interaction is now provided to Genesys Chat Widget, enabling it to be used to customize the customer's experience. (NEXUS-5127)
More info:

Digital Channels: August 19, 2021  

What's New

- Personally Identifiable Information (PII) enhancement: Privacy rules can now be applied to Secure Email API content. (NEXUS-6867)
- Digital Channels now supports OAuth2 authentication for webhooks. The authentication token can be checked by the receiving webhook endpoint when accepting the request from Digital Channels. (NEXUS-6861)

Resolved Issues

- The Cross-Origin Resource Sharing (CORS) policy is now configured to reflect the request origin defined by the **Origin** request header. (NEXUS-6947)
- Digital Channels now correctly processes outbound SMS interactions to non-US phone numbers. (NEXUS-7047)

Digital Channels: August 05, 2021  

What's New

- For Dialogflow ES, Digital Channels now adds or updates the bot context during the customer's conversation with a bot. (NEXUS-6960)

Digital Channels: July 22, 2021  

What's New

- This is an update for compatibility and performance improvement.

Digital Channels: July 12, 2021  

Resolved Issues

- Completed chat interactions now store only the messages from the start of the interaction to the end. Previously, in some scenarios, the messages stored in the transcript from the start of the chat session were also included. (NEXUS-6591)

Digital Channels: July 01, 2021  

Deprecations

- On July 1, 2021, Genesys is announcing deprecation of our legacy Cloud Contact Center Chat solution within Genesys Multicloud CX, and we require customers to upgrade to Advanced Chat prior to December 31, 2021 to avoid disruption in their chat services. Advanced Chat is the default chat solution for Engage Cloud, with richer features, functionality, scalability and stability. By upgrading to Advanced Chat, Genesys Multicloud CX customers can benefit from the latest features and innovations. (GLOUD-18444)
More info:

Digital Channels: June 24, 2021  

What's New

- Standard Response categories created and managed in Workload Manager for Intelligent Workload Distribution and Engage Cloud Email are critical to proper functionality; therefore, they can no longer be edited in Standard Response manager in Designer. (NEXUS-6471)
- Digital Channels now provides APIs to support Microsoft TTS/STT to be used by Genesys Intelligent Automation and Genesys Voice Platform for streaming voice bots. (NEXUS-6452)

Known Issues

- Personally Identifiable Information (PII) rules management in Designer does not load if the page has been cached in the browser cache. **Workaround:**
 1. Log out from Designer.
 2. Clear the browser cache and cookies.
 3. Log in to Designer. (NEXUS-6654)

Digital Channels: June 10, 2021  

What's New

- All inbound messages from CX Contact campaigns are now reported to CX Contact. (NEXUS-6433)
- Outbound SMS campaigns now support inbound freeform messages. (NEXUS-6431)
- Personally Identifiable Information (PII) enhancement: Privacy rules can now be created for email messages and work items. (NEXUS-6409)


Resolved Issues

- The system no longer creates duplicate interactions if there is a delayed response from Genesys backend servers. (NEXUS-4529)

Digital Channels: May 27, 2021  

What's New

- Support for structured messages/rich messaging: Digital Channels now allows structured messages (Quick Replies) to be sent in a chat session by <https://docs.genesys.com/Documentation/PSAAS/Public/RN/Designer#March2019>><https://docs.genesys.com/Documentation/PSAAS/Public/RN/Designer#March2019>> Designer version 9.0.102.03 (March 12, 2019) or higher. (NEXUS-6413)
- Support for structured messages/rich messaging: The **Conversation** and **Communication** tabs chat history transcripts now display structured messages. (NEXUS-6447)
- Support for structured messages/rich messaging: Digital Channels now allows proprietary content to be delivered as part of chat messages along with the Genesys message structure. (NEXUS-6415)
- Support for structured messages/rich messaging: Digital Channels now supports Postback, which can be delivered when a contact clicks on a received structured message. (NEXUS-6414)
- Alphanumeric characters are now supported for the outgoing number in SMS outbound campaigns. (NEXUS-6226)
- The base image is updated to provide security improvements. (NEXUS-6427)

Digital Channels: May 13, 2021  

What's New

- Digital Channels now supports opt-in message handling for CX Contact SMS campaigns. (NEXUS-5950)

Digital Channels APIs: May 13, 2021  

What's New

- When you reply to an email using the Secure Email API, Digital Channels now marks the email as InboundCustomerReply to improve reporting for secure messaging. (NEXUS-6276)

Digital Channels: April 29, 2021  

What's New

- This is an update for compatibility and performance improvement.

Digital Channels: April 15, 2021  

What's New

- This is an update for compatibility and performance improvement.

Digital Channels: April 01, 2021  

What's New

- **Security improvements.** Workspace Web Edition integration security has been improved. (NEXUS-5608)
- **Standard Responses Library now accessible within Designer.**

You can now create and manage their Standard Responses Library within the Designer application. (NEXUS-5600)

- **Option to disable inbound notifications from subscribed contacts.**

You can now choose to bypass the **asynchold** functionality for Chat sessions and instead send the interaction to Designer for routing. Bypassing this functionality ensures that agents do not see popup toast notifications from subscribed contacts, while allowing you to customize routing in Designer. To configure this feature for a particular session, add **nexus_asynchold_enable = false** to the User Data of the Chat session creation request (for example, the default User Data for the Chat session in Genesys Widgets). You can configure this feature for all sessions at the Tenant level by contacting Genesys Customer Care. (NEXUS-5598)

- **WhatsApp enhancement.**

Multiple corporate numbers for WhatsApp are now supported within a tenant. (NEXUS-5575)

- **Undeliverable message notification.**

A message is displayed in the Communication tab to inform the agent if a WhatsApp, an SMS, or a Chat from the Chat Widget cannot be delivered to the contact. (NEXUS-3191)

Resolved Issues

- Digital Channels no longer omits saving Chat interaction transcripts to the Universal Contact Service when the Chat message includes characters that are not allowed by the XML file format. (NEXUS-5935)
- Digital Channels now uses the correct site to validate agent credentials when Workspace Web Edition changes to a backup site during Smart Failover. (NEXUS-5727)

Known Issues

- **Limitation:** Smart Failover is not supported. If Workspace Web Edition switches to a backup site, the Conversation and Communication tabs are not displayed. (NEXUS-5727)

Digital Channels APIs: April 01, 2021

What's New

- You can now add custom headers with static values to the webhooks sent by Digital Channels to the third-party messaging aggregator. (NEXUS-5910)
More info: <https://developer.genesyscloud.com/reference/thirdpartymessaging/>"><https://developer.genesyscloud.com/reference/thirdpartymessaging/>">Third-Party Messaging API
- Secure Email API now includes rate limiting of attachments to improve security. Rate limitations will be immediately applied to all new Secure Email API customers and gradually applied to existing tenants. (NEXUS-5609)
More info: <https://developer.genesyscloud.com/reference/secureemail/>"><https://developer.genesyscloud.com/reference/secureemail/>">Secure Email API

Digital Channels: March 31, 2021

What's New

- Starting with this release, Digital Channels is available in Genesys Engage cloud on Azure.

Digital Channels APIs: March 31, 2021

What's New

- Starting with this release, Digital Channels APIs are available in Genesys CX on Azure.

Prior Releases

For information about prior releases of Genesys Digital Channels, click here: [Digital Channels](#)