



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX Release Notes

Digital Channels Release Notes

8/12/2022

Contents

- 1 Digital Channels: August 03, 2022
 - 1.1 What's New
 - 1.2 Known Issues
 - 1.3 For private edition
- 2 Digital Channels: July 19, 2022
 - 2.1 What's New
 - 2.2 Resolved Issues
- 3 Digital Channels: July 11, 2022
 - 3.1 What's New
 - 3.2 Known Issues
- 4 Digital Channels: June 27, 2022
 - 4.1 What's New
 - 4.2 Known Issues
- 5 Digital Channels: June 14, 2022
 - 5.1 Resolved Issues
- 6 Digital Channels: May 26, 2022
 - 6.1 Resolved Issues
- 7 Digital Channels: May 10, 2022
 - 7.1 Resolved Issues
 - 7.2 Known Issues
 - 7.3 For private edition
- 8 Digital Channels: April 27, 2022
 - 8.1 Resolved Issues
- 9 Digital Channels: April 20, 2022
 - 9.1 Resolved Issues
- 10 Digital Channels: April 11, 2022
 - 10.1 What's New
 - 10.2 Resolved Issues

-
- 11 Digital Channels: March 30, 2022
 - 11.1 What's New
 - 11.2 Resolved Issues
 - 12 Digital Channels: March 17, 2022
 - 12.1 What's New
 - 13 Digital Channels: March 03, 2022
 - 13.1 What's New
 - 13.2 Resolved Issues
 - 13.3 For private edition
 - 14 Digital Channels: February 18, 2022
 - 14.1 What's New
 - 14.2 Resolved Issues
 - 14.3 Known Issues
 - 15 Digital Channels: February 17, 2022
 - 15.1 Resolved Issues
 - 16 Digital Channels: February 03, 2022
 - 16.1 Resolved Issues
 - 16.2 Known Issues
 - 17 Digital Channels: January 20, 2022
 - 17.1 Resolved Issues
 - 17.2 Known Issues
 - 18 Digital Channels: January 10, 2022
 - 18.1 What's New
 - 18.2 Resolved Issues
 - 18.3 Known Issues
 - 19 Digital Channels: December 21, 2021
 - 19.1 Resolved Issues
 - 20 Digital Channels: December 16, 2021
 - 20.1 What's New
 - 21 Digital Channels: December 08, 2021
 - 21.1 What's New
 - 22 Digital Channels: November 23, 2021
 - 22.1 What's New

-
- 22.2 Known Issues
 - 23 Digital Channels: November 12, 2021
 - 23.1 What's New
 - 23.2 Resolved Issues
 - 24 Digital Channels: October 29, 2021
 - 24.1 For private edition
 - 25 Digital Channels: October 28, 2021
 - 25.1 What's New
 - 26 Digital Channels: October 18, 2021
 - 26.1 What's New
 - 26.2 Resolved Issues
 - 27 Digital Channels: September 30, 2021
 - 27.1 Resolved Issues
 - 28 Digital Channels: September 16, 2021
 - 28.1 What's New
 - 29 Digital Channels: September 02, 2021
 - 29.1 What's New
 - 30 Digital Channels: August 19, 2021
 - 30.1 What's New
 - 30.2 Resolved Issues
 - 31 Digital Channels: August 05, 2021
 - 31.1 What's New
 - 32 Digital Channels: July 22, 2021
 - 32.1 What's New
 - 33 Digital Channels: July 12, 2021
 - 33.1 Resolved Issues
 - 34 Digital Channels: July 01, 2021
 - 34.1 Deprecations
 - 35 Digital Channels: June 24, 2021
 - 35.1 What's New
 - 35.2 Known Issues
 - 36 Digital Channels: June 10, 2021
 - 36.1 What's New

-
- 36.2 Resolved Issues
 - 37 Digital Channels: May 27, 2021
 - 37.1 What's New
 - 38 Digital Channels APIs: May 13, 2021
 - 38.1 What's New
 - 39 Digital Channels: May 13, 2021
 - 39.1 What's New
 - 40 Digital Channels: April 29, 2021
 - 40.1 What's New
 - 41 Digital Channels: April 15, 2021
 - 41.1 What's New
 - 42 Digital Channels: April 01, 2021
 - 42.1 What's New
 - 42.2 Resolved Issues
 - 42.3 Known Issues
 - 43 Digital Channels APIs: April 01, 2021
 - 43.1 What's New
 - 44 Digital Channels: March 31, 2021
 - 44.1 What's New
 - 45 Digital Channels APIs: March 31, 2021
 - 45.1 What's New
 - 46 Prior Releases

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:




-
-

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	GCP				
Digital Channels		August 3, 2022				Administrators can now configure options in the Digital Channels Admin UI . AI Connector is available for select customers in Genesys Multicloud	100.0.124.3419

Service	Available	Genesys CX on		Private edition	Highlights	Release
					CX private edition.	
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
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













Service	Available	Genesys CX on			Private edition	Highlights	Release
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 and resolved issues.	100.0.116.0468
Digital Channels	April 11, 2022					Agents can now navigate to the original message and contact profile on Facebook	100.0.115.0188

Service	Available	Genesys CX on			Private edition	Highlights	Release
						and Twitter.	
Digital Channels	March 30, 2022					The _socialSource key is now added to social media interactions to identity 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 Genesys Multicloud CX private edition deployments on GKE. Extended	100.0.112.9013

Service	Available	Genesys CX on			Private edition	Highlights	Release
						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 to make them WCAG compliant.	100.0.107.7040
Digital Channels	December 21, 2021					Resolved issues.	100.0.106.6898


Service	Available	Genesys CX on			Private edition	Highlights	Release
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 deploying all private edition services in a single namespace. 	100.0.099.4229

Service	Available	Genesys CX on			Private edition	Highlights	Release
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 input.	9.0.000.97



Service	Available	Genesys CX on			Private edition	Highlights	Release
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	9.0.000.00

Service	Available	Genesys CX on			Private edition	Highlights	Release
						deprecation of our legacy Cloud Contact Center 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

Service	Available	Genesys CX on			Private edition	Highlights	Release
Digital Channels APIs	May 13, 2021					Secure Email API update to improve reporting.	9.0.000.88
Digital Channels	May 13, 2021					CX Contact opt-in enhancement.	9.0.000.88
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

Service	Available	Genesys CX on		Private edition	Highlights	Release
Digital Channels APIs	March 31, 2021				Support for Genesys Engage cloud on Azure	9.0.000.85

Digital Channels: August 03, 2022

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

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:
 - 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

- 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: July 19, 2022



-  100.0.123.2981 available July 19, 2022
- Helm charts and containers

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



-  100.0.122.2868 available July 11, 2022
- Helm charts and containers

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, and 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



- 100.0.121.2518 available June 27, 2022
- Helm charts and containers

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



- 100.0.120.1907 available June 14, 2022
- Helm charts and containers

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






- 100.0.119.1430 available May 26, 2022
- Helm charts and containers

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

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



-

100.0.117.0659 available April 27, 2022

- Helm charts and containers


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  

-  100.0.115.0188 available April 11, 2022
- Helm charts and containers

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)
- 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



- 100.0.114.0005 available March 30, 2022
- Helm charts and containers

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




- 100.0.113.9459 available March 17, 2022
- Helm charts and containers

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

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



-  100.0.111.8774 available February 18, 2022
- Helm charts and containers

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

-  100.0.111.0000 available February 17, 2022
- Helm charts and containers

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

-  100.0.110.7442 available February 03, 2022
- Helm charts and containers

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



-  100.0.109.7169 available January 20, 2022
- Helm charts and containers

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



-  100.0.107.7040 available January 10, 2022
- Helm charts and containers

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

-  100.0.105.6709 available December 16, 2021
- Helm charts and containers

What's New

- This is an update for compatibility and performance improvement.


Digital Channels: December 08, 2021

-  100.0.104.6508 available December 09, 2021
- Helm charts and containers

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

-  100.0.103.6114 available November 23, 2021
- Helm charts and containers

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 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: May 13, 2021

What's New

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

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](#)