

Genesys Engage Cloud Release Notes

Digital Channels Release Notes









10/15/2021

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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.

Service	Released on	Released for	Highlights
Digital Channels	September 30, 2021	 	Digital Channels: 9.0.000.99 Resolves issue with multiple SMS messages.
Digital Channels	September 16, 2021	 	Digital Channels: 9.0.000.97 DTMF support for Google Dialogflow CX to enable voicebots to handle DTMF input.
Digital Channels	September 02, 2021	 	The status of the interaction is now provided to Genesys Chat Widget.
Digital Channels	August 19, 2021	 	Digital Channels now supports OAuth2 authentication for webhooks.
Digital Channels	August 05, 2021	 	For Dialogflow ES, Digital Channels now adds or updates the bot context during the customer's conversation with a bot.
Digital Channels	July 22, 2021	 	Compatibility and Performance
Digital Channels	July 12, 2021	 	Chat storage enhancements.
Digital Channels	July 01, 2021	 	Genesys is announcing deprecation of our legacy Cloud Contact Center Chat solution within Genesys Engage Cloud, and we require customers to upgrade to Advanced Chat.
Digital Channels	June 24, 2021	 	Genesys Engage voice now supports Microsoft TTS/STT APIs.
Digital Channels	June 10, 2021	 	Structured message support in the Communication and Conversation tabs.
Digital Channels	May 27, 2021	 	Structured message (Quick Replies) handling improvements.
Digital Channels	May 13, 2021	 	CX Contact opt-in enhancement.
Digital Channels APIs	May 13, 2021	 	Secure Email API update to improve reporting.
Digital Channels	April 29, 2021	 	Compatibility and Performance

Service	Released on	Released for	Highlights
Digital Channels	April 15, 2021	 	Compatibility and Performance
Digital Channels	April 01, 2021	 	Standard Responses Library now accessible within Designer.
Digital Channels APIs	April 01, 2021	 	Secure Email API rate limiting. Custom headers for third-party messaging webhooks.
Digital Channels	March 31, 2021		Support for Genesys Engage cloud on Azure
Digital Channels APIs	March 31, 2021		Support for Genesys Engage cloud on Azure

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 Desktop, 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:** Genesys Widgets: Close the chat when an agent disconnects

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 Engage Cloud, 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 Engage Cloud customers can benefit from the latest features and innovations. (GSCLOUD-18444) **More info:** Deprecation: Cloud Contact Center Chat

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 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 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:** 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:** Secure Email API

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: 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 Engage cloud on Azure.

Prior Releases

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