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Genesys Multicloud CX Release Notes

[Email Release Notes](#)

12/9/2024

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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.





Available	Genesys CX on		Private edition	Highlights	Release
	AWS	Azure			
July 3, 2024				Performance, observability, security, and resiliency improvements.	100.0.099.0000
February 21, 2024				Performance, observability, security, and resiliency improvements.	100.0.098.0000
October 20, 2023				Performance, observability, security, and resiliency improvements.	100.0.097.0000

Available	Genesys CX on		Private edition	Highlights	Release
July 24, 2023				Support for overriding the replyToAddress header in outgoing emails.	100.0.096.0000
May 23, 2023				Performance, observability, security, and resiliency improvements.	100.0.095.0000
March 27, 2023				Resolved issue.	100.0.094.2394
February 21, 2023				Performance improvements and a resolved issue.	100.0.094.2376
January 10, 2023				Support for additional attachment types, and improved language detection.	100.0.093.0000
November 1, 2022				Email for Multicloud CX now correctly handles attachments in forwarded emails.	100.0.092.0000
October 26, 2022				Fixes for Email for Multicloud CX for customers in US East regions only.	100.0.091.2230
October 4, 2022				Resolved issue and	100.0.091.0000

Available	Genesys CX on		Private edition	Highlights	Release
				improvements.	
August 23, 2022				Displays connection status for Office 365 and Gmail.	100.0.090.0000
July 26, 2022				Compatibility and performance improvements.	100.0.089.0000
July 11, 2022				Compatibility and performance improvements.	100.0.088.0000
March 24, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for deletion of email attachments.	100.0.087.0488
February 17, 2022				Improved automatic detection mechanism for application errors.	100.0.081.0000
January 13, 2022				Support for text and JSON attachments. New table	100.0.080.0000

Available	Genesys CX on		Private edition	Highlights	Release
				format for viewing email headers.	
October 29, 2021				<p>Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.</p>	100.0.076.0290
October 20, 2021				Improved attachments support.	100.0.077.0000
October 6, 2021				New feature to support automatic completion of emails.	100.0.076.0000
September 23, 2021				Support for increased priority to emails based on the customer's response	9.0.000.75

Available	Genesys CX on		Private edition	Highlights	Release
				time. Webhooks support for mailbox error notification.	
September 9, 2021				Support for quick review of attachments and message body. New option to configure the default mailbox for all outbound emails.	9.0.000.74
August 25, 2021				Fixes for Genesys Multicloud CX Email.	9.0.000.73
August 11, 2021				Fixes for Genesys Multicloud CX Email.	9.0.000.72
July 22, 2021				Fixes for Genesys Multicloud CX Email.	9.0.000.71
July 9, 2021				Support for OAuth 2.0 client credentials grant flow for Microsoft Graph API.	9.0.000.70
June 24, 2021				Support for suggested responses based on Categories in IWD.	9.0.000.69

Available	Genesys CX on		Private edition	Highlights	Release
May 26, 2021				Support for language detection.	9.0.000.68
March 31, 2021				Support for Genesys Multicloud CX Email. Support for Genesys Engage cloud on Azure	9.0.000.65

July 03, 2024  



What's New

- Improved IWD behavior in response to outbound email failures. (CIWD-5570, CIWD-5544)
- Configuration optimization when adding a file extension to the list of acceptable attachment types. (CIWD-5536)
- Performance, observability, security, and resiliency improvements.
- Minor UI improvements in Workload Manager.

February 21, 2024  

What's New

- Performance, observability, security, and resiliency improvements.
- Minor UI improvements in Workload Manager.

October 20, 2023  

What's New

- Performance, observability, security, and resiliency improvements.

July 24, 2023



What's New

- Email for Multicloud CX can now override the **replyToAddress** header for outgoing emails using a Designer application. (CIWD-5266)

Important

This feature is disabled by default. To enable it, contact your Genesys representative.

- Performance, observability, security, and resiliency improvements.

Resolved Issues

- Email for Multicloud CX now correctly handles re-authentication to a mailbox of type GMAIL or GRAPH via user sign-in *on behalf*. Previously, there were scenarios where the sign-on might have failed and was handled incorrectly, leading to the mailbox being marked as authenticated in UI while authentication was, in fact, failing. (CIWD-5262)

May 23, 2023



What's New

- Performance, observability, security, and resiliency improvements.

Resolved Issues

- Email for Multicloud CX now correctly processes outbound emails for all fields (TO, CC, or BCC) in accordance with RFC 5322. Previously, there were scenarios where Email for Multicloud CX might have incorrectly processed emails if a display name of an address contained certain symbols. Additionally, an option was introduced to enable support for UTF-8 symbols (RFC 6532), which can be enabled upon request. (CIWD-5161)
- Workload Manager auto-acknowledgement selection works reliably when a large number of standard responses are defined in the system. Previously, Workload Manager occasionally failed to show the entire list of the defined auto-acknowledgements available for selection. (CIWD-5150)

March 27, 2023



Resolved Issues

- Email for Multicloud CX now correctly handles interactions that are restarted by the routing strategy and later pulled by an agent. Previously, when an item was marked done by the agent, the same item was subsequently re-routed to an agent because it wasn't considered complete. (CIWD-5103)



February 21, 2023  

What's New

- Performance, observability, security, and resiliency improvements.

Resolved Issues

- Email for Multicloud CX now supports password protected email attachments containing Microsoft Office documents. Previously, such attachments were blocked. (CIWD-5021)

January 10, 2023  

What's New

- Performance, observability, and resiliency improvements. (CIWD-3982)

Resolved Issues

- Email for Multicloud CX now has improved accuracy for language detection. (CIWD-4935)
- Email for Multicloud CX now supports additional attachment types for **.msg**, **.eml**, **.csv**, **.webp**, **.webm**, and **.ico**. (CIWD-4875)


November 01, 2022  

What's New

- Email for Multicloud CX now correctly handles attachments in forwarded emails. Previously, this functionality was not working when UCS backend was used and attachments were missing in forwarded email. (CIWD-4829)

Resolved Issues

- Workload Manager now correctly expands the length of displayed text in the Category column when the column width is resized. (CIWD-4782)

October 26, 2022 


Resolved Issues

- Email for Multicloud CX now correctly includes attachments from the original email to forwarded email. Previously, such attachments were not included in forwarded emails when Universal Contact Service (UCS) was used. This hot fix is applicable for customers in US East regions only. (CIWD-4796)

October 04, 2022 

Resolved Issues

- Email for Multicloud CX now successfully processes incoming emails with no message headers. (CIWD-4561)

August 23, 2022 

What's New

- Users can now upload a key certificate when creating a mailbox for Gmail with access type *Without a user*. (CIWD-4232)
- The **App Secret** field on the **Mailboxes** screen for Office 365 is now renamed as **App Secret Value**. Additionally, the field displays a tooltip suggesting that the field accepts a secret value, not a secret ID. (CIWD-4228)
- Workload Manager now shows the incoming and outgoing connection statuses for Office 365 and Gmail mailboxes. (CIWD-4040)
More info:

July 26, 2022  

What's New


- This release includes compatibility and performance improvements.

July 11, 2022  

What's New

- This release includes compatibility and performance improvements.

March 24, 2022   


-  100.0.087.0488 available July 05, 2022
- Helm charts and containers

What's New

- Workload Manager now allows users to delete one or more attachments from emails. (CIWD-2595)

Resolved Issues

- Email for Multicloud CX now renders content correctly for emails with acknowledgements and standard responses. Previously, at times, rendering content from standard responses failed due to incompatible data provided to Universal Contact Service (UCS). (CIWD-3565)

For private edition

- As of July 13, 2022, Email is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.



February 17, 2022  

What's New

- Email for Multicloud CX now has an improved automatic detection mechanism for detecting scenarios when the application would stop reading or sending emails. (CIWD-3262)

Resolved Issues

- Email header and body are now excluded from the Global List export. (CIWD-2767)


January 13, 2022  


What's New

- Engage cloud Email is now renamed as Email for Multicloud CX.
- Email for Multicloud CX now supports text and JSON attachments. (CIWD-3059)
- Email for Multicloud CX now allows users to view email headers in a table format. Previously, the email headers were displayed in a single string field. (CIWD-2600)

Resolved Issues

- Email for Multicloud CX no longer stops processing emails if the SMTP server returns an error while there are more than 100 emails waiting in queue to be sent. (CIWD-3254)
- Email for Multicloud CX now continues to process emails even if there is a temporary network failure. (CIWD-3224)
- Agent Desktop now shows the correct file size of email attachments. (CIWD-3220)
- Outbound emails are no longer impacted by individual email errors. Previously in certain cases, the error was treated as a global error and it prevented sending of all outbound emails. (CIWD-3142)
- An issue that prevented Agent Desktop from displaying embedded images in emails is now fixed. (CIWD-3120)

October 29, 2021 

-  100.0.076.0290 available October 29, 2021
- Helm charts and containers

For private edition

- Starting with this release, Email 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. (CIWD-1760)
More info:
- As of March 31, 2022, Email 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-2832)
- Email supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-4682)



October 20, 2021  

What's New

- Engage cloud Email now allows attachments larger than 3 MB to be sent via Microsoft Graph API. Previously, such attachments were removed from the outbound emails if Office365 mailboxes were used. (CIWD-2764)

Resolved Issues

- Engage cloud Email now supports inline image attachments. Previously, Agent Workspace did not display inline images properly as the feature was unsupported by Engage cloud Email. (CIWD-2795)

October 06, 2021  

What's New

- Engage cloud Email can now be configured to automatically complete an email at the end of a specified timeframe, with an option to send an automated email upon completion. You can use the **With priority management over** setting to set the timeframe. (CIWD-2149)

September 23, 2021  



What's New

- Engage cloud Email now allows increasing priority of a customer's reply email to an agent if the customer replies to the agent quickly. To use this feature, administrators must configure the priority booster table on the Prioritization schema configuration page. (CIWD-2151)
- Engage cloud Email now sends a notification regarding the mailbox status if an error occurs and a webhook has been configured to report the *mailboxError* event. (CIWD-2102)

September 09, 2021  



What's New

- For Engage cloud Email, Workload Manager now allows you to quickly review the list of attachments and message body. (CIWD-2326)
- Workload Manager now displays a new option on the **Configuration > Options** page which allows sending of all outbound emails via the default mailbox. Previously, customers had to contact Genesys for setting this option. (CIWD-1926)

August 25, 2021  

Resolved Issues

- Genesys Multicloud CX Email now properly sends an email with an empty subject line via Microsoft Graph API. Previously, emails with empty subject lines were not sent if Office365 mailboxes were used. (CIWD-2345)

August 11, 2021  

Resolved Issues

- Genesys Multicloud CX Email now handles inline images correctly when communicating over Microsoft Graph API. Previously, such images were not attached to emails if Office365 mailboxes were used. (CIWD-2372)

July 22, 2021  

Resolved Issues

- Genesys Multicloud CX Email now retrieves mail from mailboxes with non-English regional settings. Previously, this operation failed with the error, *Folder INBOX not found*. (CIWD-2310)

July 09, 2021  

What's New

- Genesys Multicloud CX Email now supports OAuth 2.0 client credentials grant flow for Microsoft Graph API, allowing authentication without a user interaction. Office 365 customers can create an application under **App registrations** in their Azure portal and add the **Mail.ReadWrite** and **Mail.Send** API permissions for Microsoft Graph. You must enter the application ID, tenant ID, and secret in Workload Manager for the application that you configure in the Azure portal. (CIWD-2109)
- The following reports are added to the **CX Insights for iWD > Email** folder:
 -
 -

These reports provide detailed information on inbound and outbound email activity. (CIWD-1087)

June 24, 2021  

What's New

- Genesys Multicloud CX Email provides suggested responses for emails based on Categories in IWD. Agents can use the suggested responses in Agent Workspace when handling emails. (CIWD-1785)


Resolved Issues

- Field Codes in auto-acknowledgement and auto-response emails are now rendered correctly. Previously, Field Codes were not replaced with the corresponding values. (CIWD-2072)

May 26, 2021  

What's New

- Genesys Multicloud CX Email now supports language detection. (CIWD-1957)
- This update includes improvements for stability and scalability.

March 31, 2021  

What's New

- Genesys Multicloud CX Email monitors your specified mailboxes for new emails, categorizes the emails according to your business rules, then continuously reprioritizes them according to your SLAs to ensure they are pushed to the best available agent at the right time. Engage cloud Email features include:
 - for Office365 and Gmail with Oauth2 support, plus IMAP/SMTP configuration options for other mailbox types.
 - .
 - Business Rules-based Categorization— based on email address, email content and other parameters to control how they are processed. The Genesys system automatically emails throughout their lifecycle, ensuring the most important are at the top of the Universal Queue.
 - Email Management—Operations Managers and Team Leads can:
 - emails in the Universal Queue.
 - Create auto-acknowledgement emails on either the or level.
 - Manage flexible and business-friendly .
 - Business Insights—Gain insight into your email backlog and business performance. Near real-time are available by backlog, volume, SLA, category, timing and path. Agent-related statistics are available via , and historical reports are available in . (CIWD-378)
- Starting with this release, Email is available in Genesys Engage cloud on Azure. (CIWD-1760)