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Genesys Multicloud CX Release Notes

Genesys Portal Release Notes

9/14/2025

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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.

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				
August 3, 2022				New emergency icons for various applications added. New widget added.	8.5.300.10
September 29, 2021				Support for Web Content Accessibility Guidelines (WCAG).	8.5.300.09
July 23, 2021				Support for additional level of security.	8.5.300.08
March 31, 2021				Support for Genesys Engage cloud	8.5.300.06

Available	Genesys CX on		Private edition	Highlights	Release
				on Azure	

August 03, 2022  

What's New

- Genesys Portal now includes a new widget, **Digital Channels Administrator**. (PECP-376)
- **Agent Setup**, **Pulse Reporting**, and **Genesys Interaction Recording** get new emergency icons in Genesys Portal.

Resolved Issues

- The Tenant Portal UI now shows the correct copyright year (2022). (GCIP-1256)

September 29, 2021 


What's New

- Genesys Portal now conforms to Web Content Accessibility Guidelines (WCAG) level AA for users with physical limitations. (PECP-265)

July 23, 2021  

Security Fixes

- Additional level of security is implemented to comply with security standards. (PECP-248)

March 31, 2021  

What's New

- Starting with this release, Genesys Portal is available in Genesys CX on Azure. (PECP-49)

Prior Releases

For information about prior releases of Genesys Portal, see [Genesys Portal](#).