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Genesys Multicloud CX Release Notes

[Genesys Widgets Release Notes](#)










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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.

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.

First availability	Released for	Highlights	Release number
November 24, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.27
October 18, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.26
September 03, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.25
August 03, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.24
July 20, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.23
June 30, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.22
June 04, 2021		This release includes important improvements and fixes to the WebChat and SideBar Widgets.	9.0.017.21
May 05, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.20
April 23, 2021		This release includes important improvements and fixes to the WebChat Widget, as well as a security upgrade.	9.0.017.19

First availability	Released for	Highlights	Release number
April 09, 2021		This release includes important improvements and fixes to the WebChat Widget.	9.0.017.18

November 24, 2021 


Resolved Issues

- In WebChat, Client Messages are now displayed properly in the chat transcript after the connection is restored following a network disruption. Previously, during a network disruption, agents were able to view the contact's messages in the user interface; however these messages were not displayed in the chat transcript. (CXW-271)

October 18, 2021 

Resolved Issues

- In the WebChat Widget, you can now enable and disable the metadata using the configuration property `metaDataEnabled`. (CXW-268) **More info:** WebChat Configuration Options

September 03, 2021 

Resolved Issues

- When using a browser's zoom functionality to switch between Full Screen Mode and Desktop Mode in the WebChat Widget, the browser focus is now properly trapped and released. Previously, the focus remained trapped inside the chat widget which did not allow the user to access the entire page. (CXW-267)

August 03, 2021 

Resolved Issues

- In WebChat, when sending markdown messages that contain URLs with query parameters, the HTML `target` attribute is now properly added to the chat transcript. Previously, the `target` attribute provided by the user in the

markdown URL message was not applied to the HTML link tag, which caused the URL in the chat transcript to not function as expected. (CXW-262)

July 20, 2021 

Resolved Issues

- In the WebChat Widget, browser focus is now properly trapped inside the alert dialog box whenever it is displayed in full screen mode on a desktop. Previously, the browser focus was not trapped inside the alert dialog box, which would allow a user to navigate to the background window and address bar using the tab and shift keys. (CXW-259)

June 30, 2021 

Resolved Issues

- Now, when Webchat is in use with Pure Engage V3 API layer and the **Restore previous session** browser option is disabled, messages display properly when the browser is closed and reopened, and a new chat session is started. (CXW-256)
- In Webchat, the Emoji menu (v1) items are now accessible while navigating the User Interface with a voice-over screen reader using iOS. (CXW-254)

June 04, 2021 

Resolved Issues

- In the WebChat registration form, in mobile or full-screen mode, tabbing from each input field or button now works as expected. Previously, if the tab keys were used to navigate through the form, the tabbing would stop on the hidden emoji button. (CXW-253)
- In the Sidebar Widget's menu items, the **role** and **title** attributes are now removed for **cx-icon** as per the Web Content Accessibility Guidelines (WCAG) standards. Previously, the **cx-icon** div tag had `role="img"` and title attributes, which resulted in missing alt text. (CXW-247)

May 05, 2021 

Resolved Issues

- In the WebChat Widget, when using Safari on iPhone, and the website has scrolling capability, the page no longer automatically scrolls to the top or the bottom when the WebChat registration form is closed. Previously, the page scrolled to the bottom when the WebChat registration form was closed. (CXW-246)
- In the WebChat Widget, when the user submits the chat registration form in iOS with VoiceOver, the *loading* announcement now occurs as expected. (CXW-237)

April 23, 2021 

Resolved Issues

- Handlebars.js library version is upgraded to 4.7.7, resolving a security issue. (CXW-251)
- In the WebChat Widget, the screen reader's voice-over focus is now on the **Cancel** button when the **End Chat** alert dialog is displayed in iOS. Previously, voice-over focus was on the **Close** button. (CXW-238)
- In the WebChat Widget, when the **End Chat** alert dialog displays, the focus is now on the **Cancel** button. Previously, the focus was on the **End Chat** button. (CXW-215)

April 09, 2021 

Resolved Issues

- In the WebChat Widget, localization strings now apply as expected and error messages display in the correct language. Previously, the WebChat Widget used the default language strings in some error messages. (CXW-232)

Prior Releases

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