Genesys Multicloud CX Release Notes

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5/2/2026

These Release Notes provide information about recent releases of Genesys Multicloud CX services, starting with March 31, 2021. Click the Release Date next to a particular service name to see detailed information for that release. The release date indicates the earliest date when a service release might be available in your environments. Some updates might not apply to all environments.

Released in last 7 days

No releases in last 7 days

Released in last 30 days

Service	Release	Available	Genesys CX on		Highlights
AWS	**Azure**				
Genesys Softphone	9.0.105.00	April 09, 2026	aws	Azure	Improvements
Genesys Softphone VDI Adapter	9.0.105.00	April 09, 2026	aws	Azure	Improvements

Latest releases per service

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AWS	**Azure**				
Agent Setup	100.0.006.0214	October 01, 2024	aws	Azure	Resolved issues.
Agent Workspace	100.0.012.0293	October 11, 2024	aws	Azure	Resolved issues and improvement.
AI Connector	100.0.149.9341	August 02, 2023	aws	Azure	Compatibility and performance improvements.

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Authentication API	9.0.000.68	March 31, 2021		Azure	Support for Genesys Engage cloud on Azure
Authentication Service	100.0.012.3950	December 05, 2022	aws	Azure	Security updates and resolved issues.
Callback	100.0.009.0005	October 28, 2024	aws	Azure	
CCE Auth	9.0.000.03	March 31, 2021		Azure	Support for Genesys Engage cloud on Azure
CX Contact	100.0.037.0002	May 20, 2025	aws	Azure	Updated third-party libraries.
Designer	100.0.213.0018	November 06, 2024	aws		Resolved issue.
Digital Channels	100.0.177.2832	September 18, 2025	aws	Azure	Performance and security improvements.
Digital Channels APIs	9.0.000.88	May 13, 2021	aws	Azure	Secure Email API update to improve reporting.
Email	100.0.101.0000	December 03, 2024	aws	Azure	Performance, observability, security, and resiliency improvements.
Event Stream	100.0.003.0335	September 21, 2022		Azure	Beta release for Genesys Multicloud CX.
Genesys CX Insights	100.0.042.0000	December 24, 2025	aws	Azure	New MicroStrategy version. Updated VitaraCharts version. New Node.js version. New Tomcat version New JDBC

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					Resolved issues.
Genesys Portal	8.5.300.10	August 03, 2022	aws	Azure	New emergency icons for various applications added. New widget added.
Genesys Pulse	100.0.000.0047	October 29, 2024	aws	Azure	Third-party dependency updates to maintain security and reliability.
Genesys Softphone	9.0.105.00	April 09, 2026	aws	Azure	Improvements
Genesys Softphone VDI Adapter	9.0.105.00	April 09, 2026	aws	Azure	Improvements
Genesys Widgets	9.0.018.09	November 15, 2023	aws		
Gplus Adapter for Salesforce	100.0.012.0293	October 11, 2024	aws	Azure	Third-party dependency updates to maintain security and reliability.
Intelligent Workload Distribution	100.0.101.0000	December 03, 2024	aws	Azure	Performance, observability, security, and resiliency improvements.
Intelligent Workload Distribution API	9.0.000.74	September 09, 2021	aws	Azure	New fields in responses for actions API requests.
IWD Data Mart	100.0.007.1933	April 26, 2022	aws	Azure	New metrics are added to support reporting of auto-completed work items and emails. Support for Custom Attribute based GCXI reporting.
Provisioning API	9.0.001.11	February 28, 2023	aws	Azure	Resolved issues.
Recording Cloud	8.5.299.40	January 26, 2022	aws		New OS support.

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Backup Service					
Recording, QM and Interaction Analytics	8.5.512.39	January 17, 2024		Azure	Performance improvements.
Screen Recording Service	8.5.371.30	January 05, 2024	aws	Azure	Support for partitioned cookies.
Service Client API	100.0.008.0096	September 14, 2023	aws	Azure	Resolved issues.
Statistics API	9.0.000.80	March 31, 2021		Azure	Support for Genesys Engage cloud on Azure
Voice Agent State Service	100.0.100.0027	May 02, 2023		Azure	• Support for the **Enhanced Handling of Logout on Disconnect** feature from Tenant T-Server. • Resolved issues.
Voice Call State Service	100.0.100.0016	September 20, 2022		Azure	Third-party dependency updates.
Voice Config Service	100.0.100.0014	September 20, 2022		Azure	Resolved issue.
Voice Dial Plan Service	100.0.100.0018	September 20, 2022		Azure	Third-party dependency updates.
Voice Front End Service	100.0.100.0010	August 25, 2022		Azure	Third-party dependency updates.
Voice Orchestration Service	100.0.100.0081	December 18, 2023		Azure	Resolved issue.

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Voice Registrar Service	100.0.100.0031	October 06, 2023		Azure	Resolved issue.
Voice RQ Service	100.0.100.0018	May 02, 2023		Azure	Resolved issue.
Voice SIP Cluster Service	100.0.100.0052	January 12, 2024		Azure	Resolved issue.
Voice SIP Proxy Service	100.0.100.0020	August 25, 2022		Azure	Third-party dependency updates.
Voice Tenant Service	100.0.100.0076	September 12, 2022		Azure	Important information about upgrading Tenant Service.
Voice Voicemail Service	100.0.100.0030	December 20, 2023		Azure	Resolved issue.
Webphone	100.0.038.0000	April 19, 2023		Azure	**rtp-inactivity-timeout** parameter part of the the sign-in request.
WebRTC Media Service	100.0.076.0000	November 10, 2023	aws	Azure	• New Partitioned cookies flag • Configurable Coturn metrics port • Support of TLS 1.3
Workforce Management	8.5.219.40 updated	January 09, 2023	aws	Azure	Resolved issues.
Workforce Management API	8.5.219.03	September 27, 2022	aws	Azure	Support for Genesys Multicloud CX on AWS.
Workspace API	9.0.001.06	May 25, 2023	aws	Azure	Improvements and resolved issues.