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Genesys Multicloud CX Release Notes

[Genesys Multicloud CX Release Notes](#)


2/25/2024



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











Service	Release	Available	Genesys CX on		Highlights
AWS	Azure				
Agent Setup	100.0.004.0158	February 23, 2024			Resolved issues.
Agent Workspace	100.0.010.0199	February 19, 2024			Resolved issue.
Email	100.0.098.0000	February 21, 2024			Performance, observability, security, and resiliency improvements.
Gplus Adapter for Salesforce	100.0.010.0199	February 19, 2024			Resolved issue.
Intelligent Workload Distribution	100.0.098.0000	February 21, 2024			Performance, observability, security, and resiliency improvements.

Released in last 30 days





















Service	Release	Available	Genesys CX on		Highlights
AWS	Azure				
Agent Setup	100.0.004.0158	February 23, 2024			Resolved issues.

Service	Release	Available	Genesys CX on		Highlights
Agent Workspace	100.0.010.0199	February 19, 2024			Resolved issue.
Email	100.0.098.0000	February 21, 2024			Performance, observability, security, and resiliency improvements.
Genesys CX Insights	100.0.035.0000	February 16, 2024			Updates to MicroStrategy, VitaraCharts, and Node.js versions.
Gplus Adapter for Salesforce	100.0.010.0199	February 19, 2024			Resolved issue.
Intelligent Workload Distribution	100.0.098.0000	February 21, 2024			Performance, observability, security, and resiliency improvements.











Latest releases per service

Service	Release	Available	Genesys CX on		Highlights
	AWS		Azure		
Agent Setup	100.0.004.0158	February 23, 2024			Resolved issues.
Agent Workspace	100.0.010.0199	February 19, 2024			Resolved issue.
AI Connector	100.0.149.9341	August 02, 2023			Compatibility and performance improvements.
Authentication API	9.0.000.68	March 31, 2021			Support for Genesys Engage cloud on Azure
Authentication Service	100.0.012.3950	December 05, 2022			Security updates and resolved issues.
Callback	100.0.007.0029	September 18, 2023			Important security improvements.

Service	Release	Available	Genesys CX on		Highlights
CCE Auth	9.0.000.03	March 31, 2021		 Azure	Support for Genesys Engage cloud on Azure
CX Contact	100.0.035.0003	January 11, 2024		 Azure	Support for two sets of Pretty Good Privacy (PGP) encryption keys.
Designer	100.0.212.0005	January 19, 2024		 Azure	Resolved issue.
Digital Channels	100.0.157.0707	January 10, 2024		 Azure	Enable option to automatically check if Facebook or Twitter post has been deleted before agent responds.
Digital Channels APIs	9.0.000.88	May 13, 2021		 Azure	Secure Email API update to improve reporting.
Email	100.0.098.0000	February 21, 2024		 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	100.0.035.0000	February 16, 2024		 Azure	Updates to MicroStrategy, VitaraCharts, and Node.js versions.
Genesys Portal	8.5.300.10	August 03, 2022		 Azure	New emergency icons for various applications added. New widget added.
Genesys Pulse	100.0.000.0025	March 15, 2023		 Azure	Security and stability fixes.
Genesys Softphone	9.0.027.02	December 21, 2023		 Azure	Installer supports updating Softphone and improved IP handling

Service	Release	Available	Genesys CX on		Highlights
Genesys Softphone VDI Adapter	9.0.027.02	December 21, 2023			Improved IP handling
Genesys Widgets	9.0.018.09	November 15, 2023			
Gplus Adapter for Salesforce	100.0.010.0199	February 19, 2024			Resolved issue.
Intelligent Workload Distribution	100.0.098.0000	February 21, 2024			Performance, observability, security, and resiliency improvements.
Intelligent Workload Distribution API	9.0.000.74	September 09, 2021			New fields in responses for actions API requests.
IWD Data Mart	100.0.007.1933	April 26, 2022			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			Resolved issues.
Recording Cloud Backup Service	8.5.299.40	January 26, 2022			New OS support.
Recording, QM and Interaction Analytics	8.5.512.39	January 17, 2024			Performance improvements.
Screen Recording Service	8.5.371.30	January 05, 2024			Support for partitioned cookies.
Service Client API	100.0.008.0096	September 14, 2023			Resolved issues.
Statistics API	9.0.000.80	March 31, 2021			Support for Genesys Engage cloud on Azure

Service	Release	Available	Genesys CX on	Highlights
Voice Agent State Service	100.0.100.0027	May 02, 2023	 Azure	<ul style="list-style-type: none"> 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.
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.

Service	Release	Available	Genesys CX on		Highlights
Voice Voicemail Service	100.0.100.0030	December 20, 2023			Resolved issue.
Webphone	100.0.038.0000	April 19, 2023			rtp-inactivity-timeout parameter part of the the sign-in request.
WebRTC Media Service	100.0.076.0000	November 10, 2023			<ul style="list-style-type: none"> • New Partitioned cookies flag • Configurable Coturn metrics port • Support of TLS 1.3
Workforce Management	8.5.219.40 updated	January 09, 2023			Resolved issues.
Workforce Management API	8.5.219.03	September 27, 2022			Support for Genesys Multicloud CX on AWS.
Workspace API	9.0.001.06	May 25, 2023			Improvements and resolved issues.