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# Genesys Multicloud CX Release Notes

[Genesys Multicloud CX Release Notes](#)













7/27/2024

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

No releases in last 7 days

## Released in last 30 days

| Service                       | Release        | Available     | Genesys CX on   |   | Highlights   |
|-------------------------------|----------------|---------------|---|---|--|
| AWS                           | Azure          |               |   |   |  |
| CX Contact                    | 100.0.036.0001 | July 10, 2024 |  |  | Support for Elasticsearch 8.x, Redis 7, RHEL 9, and Kubernetes 1.28. |
| Email                         | 100.0.099.0000 | July 03, 2024 |  |  | Performance, observability, security, and resiliency improvements.   |
| Genesys CX Insights           | 100.0.036.0000 | July 05, 2024 |  |  | Updates to MicroStrategy, VitaraCharts, and Node.js versions.        |
| Genesys Softphone             | 9.0.101.03     | June 27, 2024 |  |  | Improvements.  |
| Genesys Softphone VDI Adapter | 9.0.101.03     | June 27, 2024 |  |  | Improvements.  |
| Intelligent                   | 100.0.099.0000 | July 03, 2024 |  |  | Performance,   |

| Service               | Release | Available | Genesys CX on |  | Highlights  |
|-----------------------|---------|-----------|---------------|--|---|
| Workload Distribution |         |           |               |  | observability, security, and resiliency improvements. |

## Latest releases per service







| Service                | Release        | Available          | Genesys CX on   |   | Highlights   |
|------------------------|----------------|--------------------|---|---|--|
| AWS                    | Azure          |                    |   |   |  |
| Agent Setup            | 100.0.005.0170 | May 14, 2024       |    |    | Resolved issues.   |
| Agent Workspace        | 100.0.011.0252 | April 22, 2024     |    |    | Resolved issues.   |
| 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.                                     |
| CCE Auth               | 9.0.000.03     | March 31, 2021     |   |  | Support for Genesys Engage cloud on Azure                            |
| CX Contact             | 100.0.036.0001 | July 10, 2024      |  |  | Support for Elasticsearch 8.x, Redis 7, RHEL 9, and Kubernetes 1.28. |
| Designer               | 100.0.212.0005 | January 19, 2024   |   |  | Resolved issue.  |
| Digital Channels       | 100.0.163.9665 | May 24, 2024       |  |  | Various performance and third party integration improvements.        |

| Service                               | Release        | Available          | Genesys CX on   |   | Highlights  |
|---------------------------------------|----------------|--------------------|---|---|---|
| Digital Channels APIs                 | 9.0.000.88     | May 13, 2021       |    |    | Secure Email API update to improve reporting.                         |
| Email                                 | 100.0.099.0000 | July 03, 2024      |    |    | Performance, observability, security, and resiliency improvements.    |
| Event Stream                          | 100.0.003.0335 | September 21, 2022 |   |    | Beta release for Genesys Multicloud CX.                               |
| Genesys CX Insights                   | 100.0.036.0000 | July 05, 2024      |    |    | Updates to MicroStrategy, VitaraCharts, and Node.js versions.         |
| Genesys Portal                        | 8.5.300.10     | August 03, 2022    |    |    | New emergency icons for various applications added. New widget added. |
| Genesys Pulse                         | 100.0.000.0025 | March 15, 2023     |   |  | Security and stability fixes.   |
| Genesys Softphone                     | 9.0.101.03     | June 27, 2024      |  |  | Improvements.   |
| Genesys Softphone VDI Adapter         | 9.0.101.03     | June 27, 2024      |  |  | Improvements.   |
| Genesys Widgets                       | 9.0.018.09     | November 15, 2023  |  |   |   |
| Gplus Adapter for Salesforce          | 100.0.011.0252 | April 22, 2024     |  |  | Third-party dependency updates to maintain security and reliability.  |
| Intelligent Workload Distribution     | 100.0.099.0000 | July 03, 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.                     |

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|---|----------------|--------------------|--|---|--|
| IWD Data Mart                           | 100.0.007.1933 | April 26, 2022     |   |    | New metrics are added to support reporting of auto-completed work items and emails.<br><br>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  |
| Voice Agent State Service               | 100.0.100.0027 | May 02, 2023       |  |  | <ul style="list-style-type: none"> <li>Support for the <b>Enhanced Handling of Logout on Disconnect</b> feature from Tenant T-Server.</li> <li>Resolved issues.</li> </ul> |
| Voice Call State Service                | 100.0.100.0016 | September 20, 2022 |  |  | Third-party dependency updates.  |
| Voice Config Service                    | 100.0.100.0014 | September 20, 2022 |  |  | Resolved issue.  |

| Service                     | Release        | Available          | Genesys CX on   |   | Highlights   |
|-----------------------------|----------------|--------------------|---|---|--|
| Voice Dial Plan Service     | 100.0.100.0018 | September 20, 2022 |   |    | Third-party dependency updates.  |
| Voice Front End Service     | 100.0.100.0010 | August 25, 2022    |   |    | Third-party dependency updates.  |
| Voice Orchestration Service | 100.0.100.0081 | December 18, 2023  |   |    | Resolved issue.  |
| Voice Registrar Service     | 100.0.100.0031 | October 06, 2023   |   |    | Resolved issue.  |
| Voice RQ Service            | 100.0.100.0018 | May 02, 2023       |   |    | Resolved issue.  |
| Voice SIP Cluster Service   | 100.0.100.0052 | January 12, 2024   |   |    | Resolved issue.  |
| Voice SIP Proxy Service     | 100.0.100.0020 | August 25, 2022    |   |    | Third-party dependency updates.  |
| Voice Tenant Service        | 100.0.100.0076 | September 12, 2022 |   |  | Important information about upgrading Tenant Service.  |
| Voice Voicemail Service     | 100.0.100.0030 | December 20, 2023  |   |  | Resolved issue.  |
| Webphone                    | 100.0.038.0000 | April 19, 2023     |   |  | <b>rtp-inactivity-timeout</b> parameter part of the the sign-in request.   |
| WebRTC Media Service        | 100.0.076.0000 | November 10, 2023  |  |  | <ul style="list-style-type: none"> <li>• New Partitioned cookies flag</li> <li>• Configurable Coturn metrics port</li> <li>• Support of TLS 1.3</li> </ul> |

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| Service                  | Release            | Available          | Genesys CX on   |   | Highlights                                |
|--------------------------|--------------------|--------------------|---|---|---|
| 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.         |