Genesys Multicloud CX Release Notes

Interaction Server Release Notes

8/17/2025

Contents

Not all releases or changes listed below may pertain to your deployment. Check the table below to see which releases apply to you.

Related documentation:
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-

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**				
September 20, 2022				New helm chart 'IXN Dashboard Manifest' introduced	100.0.007.0407
August 9, 2022				Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	100.0.007.0400

Available	Genesys CX on	Private edition	Highlights	Release
			Base image upgrade (monthly upgrade cycle)	
May 19, 2022			Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Security updates	100.0.006.1204
March 31, 2022			Beta Program support for Genesys Multicloud CX private edition deployments on GKE.	100.0.005.1205
February 11, 2022			IXN Node and IXN VQ Node use latest NodeJS v.16.	100.0.005.1200
October 29, 2021			Early Adopter Program support for Genesys Multicloud CX private edition deployments	100.0.004.1001

Available	Genesys CX on	Private edition	Highlights	Release
			on OpenShift.	

September 20, 2022

- 100.0.007.0407 available September 20, 2022

- Helm charts and containers

For private edition

- This release includes a base image upgrade (monthly upgrade cycle). (CPE-5403)

- Starting from version 100.0.008.03, IXN Node contains the IXN Dashboards manifest helm chart, which includes the most important Grafana Dashboards for Interaction Service monitoring. (IXN-6758)

August 09, 2022

- 100.0.007.0400 available August 09, 2022

- Helm charts and containers

For private edition

- Interaction Server supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-4679)

- This release includes a base image upgrade (monthly upgrade cycle). (CPE-4865)
  More info:

May 19, 2022

- 100.0.006.1204 available May 19, 2022

- Helm charts and containers

For private edition

- As of July 13, 2022, Interaction Server is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- This release includes security updates.
  (CPE-3976)
  More info:

March 31, 2022

- 100.0.005.1205 available March 31, 2022

- Helm charts and containers

For private edition

- As of March 31, 2022, Interaction Server supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Beta Program (formerly referred to as EAP). (CPE-2836)
  More info:

February 11, 2022

- 100.0.005.1200 available February 11, 2022

- Helm charts and containers

For private edition

- IXN Node and IXN VQ Node use latest NodeJS v.16. (IXN-6744)
  More info:

October 29, 2021

- 100.0.004.1001 available October 29, 2021

- Helm charts and containers

For private edition

- Starting with this release, Interaction Server is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program. Deployments on OpenShift Container Platform (OpenShift) are supported.
  (IXN-6215)
  More info: