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Genesys Multicloud CX Release Notes

Interaction Server Release Notes

4/13/2026

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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.

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.

More info: