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Genesys Multicloud CX Release Notes

[Genesys Multicloud CX Private Edition Release Notes](#)

4/15/2026

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.

Updated in last 30 days

No releases in the last 30 days *The helm charts and containers for this service are provided by a parent service. Check the containers page for that parent service for the latest details.

Latest releases per service

Service	Release	Released On	Helm	Containers
Agent Setup	9.0.001.00	August 25, 2022	See parent*	See parent*
Agent Workspace	100.0.012.0293	October 07, 2024	<ul style="list-style-type: none"> wwe-nginx-100.0.3.tgz 	<ul style="list-style-type: none"> ui:100.0.012.0293
AI Connector	100.0.149.9341	August 17, 2023	<ul style="list-style-type: none"> athena-100.0.149.9341.tgz 	<ul style="list-style-type: none"> athena:100.0.149.9341
Authentication API	9.0.000.70	June 30, 2021	See parent*	See parent*
Authentication Service	100.0.014.4304	June 03, 2024	<ul style="list-style-type: none"> gauth-100.0.014+0228.tgz 	<ul style="list-style-type: none"> gws-core-auth:100.0.014.4304 gws-core-environment:100.0.014.2192 gws-ui-auth:100.0.014.1589
Billing Data Service (BDS)	100.0.004.0009	<i>No results</i>	<ul style="list-style-type: none"> bds-config-100.0.004+0009-pe.tgz 	<ul style="list-style-type: none"> scripts:100.0.004.0009

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			<ul style="list-style-type: none"> bds-cronjob-100.0.004+0009.tgz bds-grafana-dashboard-100.0.004+0009.tgz 	
Callback	100.0.002.2105	March 17, 2022	<ul style="list-style-type: none"> ges-100.0.002+0010.tgz 	ges:100.0.002.2105
CX Contact	100.0.036.0005	October 25, 2024	N/A	N/A
Designer	100.0.213.0018	November 06, 2024	N/A	N/A
Designer Application Server (DAS)	100.0.006.0003	July 12, 2023	N/A	<ul style="list-style-type: none"> das:100.0.006.0003
Digital Channels	100.0.177.2832	September 18, 2025	<ul style="list-style-type: none"> nexus-100.0.177.2832.tgz 	nexus:100.0.177.2832
Email	100.0.087.0488	July 05, 2022	<ul style="list-style-type: none"> iwdem-100.0.087.0488.tgz 	iwd-email:100.0.087.0488
Event Stream	100.0.003.0335	September 21, 2022	<ul style="list-style-type: none"> streams-100.0.002+0007.tgz 	streams:100.0.003.0335
Genesys CX Insights	100.0.036.0000	July 13, 2024	N/A	N/A
Genesys Info Mart	100.0.116.4200	September 01, 2022	<ul style="list-style-type: none"> gim-100.0.116+4200.tgz gim-monitoring-100.0.116+4200.tgz 	<ul style="list-style-type: none"> gim:100.0.116.4200
Genesys Pulse	100.0.000.0025	March 15, 2023	<ul style="list-style-type: none"> cdn-uploader-100.0.000+0025.tgz dcu-100.0.000+0025.tgz init-100.0.000+0025.tgz init-tenant-100.0.000+0025.tgz lds-100.0.000+0025.tgz monitor-100.0.000+0025.tgz permissions-100.0.000+0025.tgz pulse-100.0.000+0025.tgz 	<ul style="list-style-type: none"> collector:100.0.000.0025 configurator:100.0.000.0025 cs_proxy:100.0.000.0025 init:100.0.000.0025 lds:100.0.000.0025 manage-agents:100.0.000.0025 monitor_dcu_push_agent:100.0.000.0025 monitor_lds_push_agent:100.0.000.0025

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			<ul style="list-style-type: none"> • pulse-manage-agents-100.0.000+0025.tgz 	<ul style="list-style-type: none"> • pulse:100.0.000.0025 • pulse_ui:100.0.000.0025 • ss:100.0.000.0025 • userpermissions:100.0.000.0025
Genesys Web Services and Applications	9.0.003.35	June 17, 2025	<ul style="list-style-type: none"> • gws-services-2.0.2.tgz • gws-monitoring-1.0.24.tgz • gws-ingress-1.0.46.tgz 	<ul style="list-style-type: none"> • gws-platform-chat:9.0.000.67 • gws-service-configuration:9.0.000.08 • gws-platform-configuration:9.0.001.03 • gws-platform-datacollector:9.0.000.73 • gws-system-replication:9.0.000.28 • gws-platform-ixn:9.0.000.65 • gws-system-nginx:9.0.000.40 • gws-platform-ocs:9.0.000.68 • gws-app-provisioning:9.0.001.19 • gws-platform-setting:9.0.000.74 • gws-platform-statistics:9.0.000.83 • gws-platform-ucs:9.0.000.64 • gws-platform-voice:9.0.000.88 • gws-app-workspace:9.0.001.13
GIM Config Adapter	100.0.100.3200	September 01, 2022	<ul style="list-style-type: none"> • gca-100.0.100+3200.tgz 	<ul style="list-style-type: none"> • gca:100.0.100.3200
GIM Stream Processor	100.0.100.3700	September 01, 2022	<ul style="list-style-type: none"> • gsp-100.0.100+3700.tgz 	<ul style="list-style-type: none"> • gsp:100.0.100.3700

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Gplus Adapter for Salesforce	100.0.008.0096	September 15, 2023	N/A	N/A
GVP Configuration Server	100.0.100.0073	October 06, 2022	<ul style="list-style-type: none"> gvp-configserver-100.0.100.0073.tgz 	<ul style="list-style-type: none"> gvp_confserv:100.0.100.0073 (updated) gvp_configserver_configserver:100.0.100.0073 (updated) gvp_configserver_servicehandler:100.0.100.0073 (updated)
GVP Media Control Platform	100.0.100.0097	July 06, 2023	<ul style="list-style-type: none"> gvp-mcp-100.0.100.0097.tgz 	<ul style="list-style-type: none"> gvp_mcp:100.0.100.0097 gvp_mcp_confighandler:100.0.100.0097 (updated) gvp_mcp_servicehandler:100.0.100.0097 (updated)
GVP Reporting Server	100.0.100.0227	October 06, 2022	<ul style="list-style-type: none"> gvp-rs-100.0.100.0227.tgz 	<ul style="list-style-type: none"> gvp_rs_init:100.0.100.0227 (updated) gvp_rs:100.0.100.0227 (updated) gvp_snmp:100.0.100.0041 (updated)
GVP Resource Manager	100.0.100.0238	July 06, 2023	<ul style="list-style-type: none"> gvp-rm-100.0.100.0238.tgz 	<ul style="list-style-type: none"> gvp_rm:100.0.100.0238 gvp_rm_cfghandler:100.0.100.0238 (updated)
GVP Service Discovery	100.0.100.0065	October 06, 2022	<ul style="list-style-type: none"> gvp-sd-100.0.100.0065.tgz 	<ul style="list-style-type: none"> gvp_sd:100.0.100.0065 (updated)
Intelligent Workload Distribution	100.0.087.2006	July 05, 2022	<ul style="list-style-type: none"> iwd-100.0.087.2006.tgz 	<ul style="list-style-type: none"> iwd:100.0.087.2006
Interaction Server	100.0.007.0407	September 20, 2022	<ul style="list-style-type: none"> ixn-100.0.007.0407.tgz ixn-dashboards-100.0.007.0407.tgz 	<ul style="list-style-type: none"> interaction_server:100.0.007.0407 (updated) ixn_vq_node:100.0.008.0501 (updated) ixn_node:100.0.008.0700 (updated)
IWD Data Mart	100.0.012.2187	September 16, 2022	<ul style="list-style-type: none"> iwddm-cronjob-100.0.012.2187.tgz 	<ul style="list-style-type: none"> iwd_dm_cloud:100.0.012.2187 (updated)

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Provisioning API	9.0.000.93	June 30, 2021	See parent*	See parent*
Reporting and Analytics Aggregates (RAA)	100.0.011.0100	April 07, 2022	<ul style="list-style-type: none"> gcxi-raa-100.0.016+1007.tgz 	<ul style="list-style-type: none"> raa:100.0.011.0100
Service Client API	100.0.008.0096	September 15, 2023	See parent*	See parent*
Statistics API	9.0.000.61	June 30, 2021	See parent*	See parent*
Telemetry Services	100.0.008.1753	August 08, 2022	<ul style="list-style-type: none"> telemetry-service-100.0.008+1753.tgz 	<ul style="list-style-type: none"> telemetry-service:100.0.008.1753
Universal Contact Service	100.0.099.0073	September 15, 2022	<ul style="list-style-type: none"> ucsx-addtenant-100.0.0990073.tgz ucsx-100.0.0990073.tgz 	<ul style="list-style-type: none"> ucsx:100.0.099.0073 deploy_ucsx:100.0.099.0073
Voice Agent State Service	100.0.100.0017	September 20, 2022	<ul style="list-style-type: none"> voice-agent-100.0.1000006.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000017
Voice Call State Service	100.0.100.0016	September 20, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000016
Voice Config Service	100.0.100.0014	September 20, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000014
Voice Dial Plan Service	100.0.100.0018	September 20, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz 	<ul style="list-style-type: none"> dialplan_node:100.0.1000018

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			<ul style="list-style-type: none"> voice-dashboards-100.0.1000008.tgz voice-dialplan-100.0.1000007.tgz 	
Voice Front End Service	100.0.100.0010	August 25, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipfe-100.0.1000006.tgz 	<ul style="list-style-type: none"> • sipfe_node:100.0.1000010
Voice Orchestration Service	100.0.100.0063	September 20, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-ors-100.0.1000018.tgz 	<ul style="list-style-type: none"> • ors_node:100.0.1000063
Voice Registrar Service	100.0.100.0021	August 25, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-registrar-100.0.1000007.tgz 	<ul style="list-style-type: none"> • registrar_node:100.0.1000021
Voice RQ Service	100.0.100.0011	August 25, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-rq-100.0.1000004.tgz 	<ul style="list-style-type: none"> • rq_node:100.0.1000011
Voice SIP Cluster Service	100.0.100.0036	August 25, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sip-100.0.1000018.tgz 	<ul style="list-style-type: none"> • sip_node:100.0.1000036

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Voice SIP Proxy Service	100.0.100.0020	August 25, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-siproxy-100.0.1000007.tgz 	<ul style="list-style-type: none"> siproxy_node:100.0.1000020
Voice Tenant Service	100.0.100.0076	September 12, 2022	<ul style="list-style-type: none"> tenant-100.0.1000067.tgz tenant-monitor-100.0.1000067.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000076 tenant_pgdb_init:100.0.1000076 tenant_pulse_init:100.0.1000076
Voice Voicemail Service	100.0.100.0016	September 20, 2022	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-voicemail-100.0.1000015.tgz 	<ul style="list-style-type: none"> voicemail_node:100.0.1000016
Webphone	100.0.036.0000	October 12, 2022	<ul style="list-style-type: none"> webphone-100.0.036.0000.tgz 	<ul style="list-style-type: none"> webphone:100.0.036.0000
WebRTC Media Service	100.0.076.0000	November 14, 2023	<ul style="list-style-type: none"> webrtc-service-100.0.076.0000.tgz 	<ul style="list-style-type: none"> coturn:100.0.076.0000 webrtc:100.0.076.0000
Workspace API	9.0.001.06	May 25, 2023	See parent*	See parent*

*The helm charts and containers for this service are provided by a parent service. Check the containers page for that parent service for the latest details.