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# Genesys Multicloud CX Release Notes

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

8/31/2024

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.

## 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	100.0.011.0252	May 09, 2024	<ul style="list-style-type: none"> <li>wwe-nginx-100.0.2.tgz</li> </ul>	<ul style="list-style-type: none"> <li>ui:100.0.011.0252</li> </ul>
AI Connector	100.0.149.9341	August 17, 2023	<ul style="list-style-type: none"> <li>athena-100.0.149.9341.tgz</li> </ul>	<ul style="list-style-type: none"> <li>athena:100.0.149.9341</li> </ul>
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"> <li>gauth-100.0.014+0228.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gws-core-auth:100.0.014.4304</li> <li>gws-core-environment:100.0.014.2192</li> <li>gws-ui-auth:100.0.014.1589</li> </ul>
Billing Data Service (BDS)	100.0.004.0009	<i>No results</i>	<ul style="list-style-type: none"> <li>bds-config-100.0.004+0009-pe.tgz</li> </ul>	<ul style="list-style-type: none"> <li>scripts:100.0.004.0009</li> </ul>

Service	Release	Released On	Helm	Containers
			<ul style="list-style-type: none"> <li>bds-cronjob-100.0.004+0009.tgz</li> <li>bds-grafana-dashboard-100.0.004+0009.tgz</li> </ul>	
Callback	100.0.002.2105	March 17, 2022	<ul style="list-style-type: none"> <li>ges-100.0.002+0010.tgz</li> </ul>	ges:100.0.002.2105
CX Contact	100.0.031.0006	October 17, 2022	<ul style="list-style-type: none"> <li>cxcontact-031.0006.4111.tgz</li> </ul>	<ul style="list-style-type: none"> <li>cc-virtual-alb:1.12.0-21</li> <li>cxc-amar-app:100.0.031.0006.9691</li> <li>cxc-amar-ui:100.0.031.0006.9236</li> <li>cxc-campaign-manager:100.0.031.0006.4330</li> <li>cxc-compliance:100.0.031.0006.4341</li> <li>cxc-dial-manager:100.0.031.0006.1394</li> <li>cxc-job-scheduler:100.0.031.0006.3177</li> <li>cxc-list-builder:100.0.031.0006.5260</li> <li>cxc-list-manager:100.0.031.0006.4341</li> <li>deploy_cx_contact:100.0.031.0006.4341</li> </ul>
Designer	100.0.210.0009	October 17, 2023	N/A	<ul style="list-style-type: none"> <li>designer:100.0.210.0009</li> </ul>
Designer Application Server (DAS)	100.0.006.0003	July 12, 2023	N/A	<ul style="list-style-type: none"> <li>das:100.0.006.0003</li> </ul>
Digital Channels	100.0.163.9665	May 24, 2024	N/A	N/A
Email	100.0.087.0488	July 05, 2022	<ul style="list-style-type: none"> <li>iwdem-100.0.0870488.tgz</li> </ul>	<ul style="list-style-type: none"> <li>iwd-email:100.0.087.0488</li> </ul>
Event Stream	100.0.003.0335	September 21, 2022	<ul style="list-style-type: none"> <li>streams-100.0.002+0007.tgz</li> </ul>	streams:100.0.003.0335

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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"> <li>gim-100.0.116+4200.tgz</li> <li>gim-monitoring-100.0.116+4200.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gim:100.0.116.4200</li> </ul>
Genesys Pulse	100.0.000.0025	March 15, 2023	<ul style="list-style-type: none"> <li>cdn-uploader-100.0.000+0025.tgz</li> <li>dcu-100.0.000+0025.tgz</li> <li>init-100.0.000+0025.tgz</li> <li>init-tenant-100.0.000+0025.tgz</li> <li>lds-100.0.000+0025.tgz</li> <li>monitor-100.0.000+0025.tgz</li> <li>permissions-100.0.000+0025.tgz</li> <li>pulse-100.0.000+0025.tgz</li> <li>pulse-manage-agents-100.0.000+0025.tgz</li> </ul>	<ul style="list-style-type: none"> <li>collector:100.0.000.0025</li> <li>configurator:100.0.000.0025</li> <li>cs_proxy:100.0.000.0025</li> <li>init:100.0.000.0025</li> <li>lds:100.0.000.0025</li> <li>manage-agents:100.0.000.0025</li> <li>monitor_dcu_push_agent:100.0.000.0025</li> <li>monitor_lds_push_agent:100.0.000.0025</li> <li>pulse:100.0.000.0025</li> <li>pulse_ui:100.0.000.0025</li> <li>ps:100.0.000.0025</li> <li>userpermissions:100.0.000.0025</li> </ul>
Genesys Web Services and Applications	9.0.003.29	May 31, 2024	N/A	N/A
GIM Config Adapter	100.0.100.3200	September 01, 2022	<ul style="list-style-type: none"> <li>gca-100.0.100+3200.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gca:100.0.100.3200</li> </ul>
GIM Stream Processor	100.0.100.3700	September 01, 2022	<ul style="list-style-type: none"> <li>gsp-100.0.100+3700.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gsp:100.0.100.3700</li> </ul>
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"> <li>gvp-configserver-100.0.100+0073.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gvp_confserv:100.0.100.0073 (updated)</li> <li>gvp_configserver_configserver:100.0.100.0073 (updated)</li> <li>gvp_configserver_servicehandl:100.0.100.0073 (updated)</li> </ul>

Service	Release	Released On	Helm	Containers
GVP Media Control Platform	100.0.100.0097	July 06, 2023	<ul style="list-style-type: none"> <li>gvp-mcp-100.0.100.0097.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gvp_mcp:100.0.100.0097</li> <li>gvp_mcp_confighandler:100.0.100.0097</li> <li>gvp_mcp_servicehandler:100.0.100.0097</li> </ul>
GVP Reporting Server	100.0.100.0227	October 06, 2022	<ul style="list-style-type: none"> <li>gvp-rs-100.0.100.0227.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gvp_rs_init:100.0.100.0227 (updated)</li> <li>gvp_rs:100.0.100.0227(updated)</li> <li>gvp_snmp:100.0.100.0041 (updated)</li> </ul>
GVP Resource Manager	100.0.100.0238	July 06, 2023	<ul style="list-style-type: none"> <li>gvp-rm-100.0.100.0238.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gvp_rm:100.0.100.0238</li> <li>gvp_rm_cfghandler:100.0.100.0238</li> </ul>
GVP Service Discovery	100.0.100.0065	October 06, 2022	<ul style="list-style-type: none"> <li>gvp-sd-100.0.100.0065.tgz</li> </ul>	<ul style="list-style-type: none"> <li>gvp_sd:100.0.100.0065 (updated)</li> </ul>
Intelligent Workload Distribution	100.0.087.2006	July 05, 2022	<ul style="list-style-type: none"> <li>iwd-100.0.087.2006.tgz</li> </ul>	<ul style="list-style-type: none"> <li>iwd:100.0.087.2006</li> </ul>
Interaction Server	100.0.007.0407	September 20, 2022	<ul style="list-style-type: none"> <li>ixn-100.0.008+02.tgz</li> <li>ixn-dashboards-100.0.008+00.tgz</li> </ul>	<ul style="list-style-type: none"> <li>interaction_server:100.0.007.0407</li> <li>ixn_vq_node:100.0.008.0501</li> <li>ixn_node:100.0.008.0700</li> </ul>
IWD Data Mart	100.0.012.2187	September 16, 2022	<ul style="list-style-type: none"> <li>iwddm-cronjob-100.0.006+0009.tgz</li> </ul>	<ul style="list-style-type: none"> <li>iwd_dm_cloud:100.0.012.2187</li> </ul>
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"> <li>gcxi-raa-100.0.016+1007.tgz</li> </ul>	<ul style="list-style-type: none"> <li>raa:100.0.011.0100</li> </ul>
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*

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Telemetry Services	100.0.008.1753	August 08, 2022	<ul style="list-style-type: none"> <li>telemetry-service-100.0.008+1753.tgz</li> </ul>	<ul style="list-style-type: none"> <li>telemetry-service:100.0.008.1753</li> </ul>
Universal Contact Service	100.0.099.0073	September 15, 2022	<ul style="list-style-type: none"> <li>ucsx-addtenant-100.0.0990073.tgz</li> <li>ucsx-100.0.0990073.tgz</li> </ul>	<ul style="list-style-type: none"> <li>ucsx:100.0.099.0073</li> <li>deploy_ucsx:100.0.099.0073</li> </ul>
Voice Agent State Service	100.0.100.0017	September 20, 2022	<ul style="list-style-type: none"> <li>voice-agent-100.0.1000006.tgz</li> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> </ul>	<ul style="list-style-type: none"> <li>agent_node:100.0.1000017</li> </ul>
Voice Call State Service	100.0.100.0016	September 20, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-callthread-100.0.1000006.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> </ul>	<ul style="list-style-type: none"> <li>callthread_node:100.0.1000016</li> </ul>
Voice Config Service	100.0.100.0014	September 20, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-config-100.0.1000006.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> </ul>	<ul style="list-style-type: none"> <li>config_node:100.0.1000014</li> </ul>
Voice Dial Plan Service	100.0.100.0018	September 20, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-dialplan-100.0.1000007.tgz</li> </ul>	<ul style="list-style-type: none"> <li>dialplan_node:100.0.1000018</li> </ul>
Voice Front End Service	100.0.100.0010	August 25, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> </ul>	<ul style="list-style-type: none"> <li>sipfe_node:100.0.1000010</li> </ul>

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			<ul style="list-style-type: none"> <li>voice-sipfe-100.0.1000006.tgz</li> </ul>	
Voice Orchestration Service	100.0.100.0063	September 20, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-ors-100.0.1000018.tgz</li> </ul>	<ul style="list-style-type: none"> <li>ors_node:100.0.1000063</li> </ul>
Voice Registrar Service	100.0.100.0021	August 25, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-registrar-100.0.1000007.tgz</li> </ul>	<ul style="list-style-type: none"> <li>registrar_node:100.0.1000021</li> </ul>
Voice RQ Service	100.0.100.0011	August 25, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-rq-100.0.1000004.tgz</li> </ul>	<ul style="list-style-type: none"> <li>rq_node:100.0.1000011</li> </ul>
Voice SIP Cluster Service	100.0.100.0036	August 25, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-sip-100.0.1000018.tgz</li> </ul>	<ul style="list-style-type: none"> <li>sip_node:100.0.1000036</li> </ul>
Voice SIP Proxy Service	100.0.100.0020	August 25, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-sipproxy-100.0.1000007.tgz</li> </ul>	<ul style="list-style-type: none"> <li>sipproxy_node:100.0.1000020</li> </ul>
Voice Tenant Service	100.0.100.0076	September 12, 2022	<ul style="list-style-type: none"> <li>tenant-100.0.1000067.tgz</li> </ul>	<ul style="list-style-type: none"> <li>tenant_node:100.0.1000076</li> </ul>

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			<ul style="list-style-type: none"> <li>tenant-monitor-100.0.1000067.tgz</li> </ul>	<ul style="list-style-type: none"> <li>tenant_pgdb_init:100.0.100007</li> <li>tenant_pulse_init:100.0.10000</li> </ul>
Voice Voicemail Service	100.0.100.0016	September 20, 2022	<ul style="list-style-type: none"> <li>voice-alertrules-100.0.1000005.tgz</li> <li>voice-dashboards-100.0.1000008.tgz</li> <li>voice-voicemail-100.0.1000015.tgz</li> </ul>	<ul style="list-style-type: none"> <li>voicemail_node:100.0.1000016</li> </ul>
Webphone	100.0.036.0000	October 12, 2022	<ul style="list-style-type: none"> <li>webphone-100.0.036+0000.tgz</li> </ul>	<ul style="list-style-type: none"> <li>webphone:100.0.036.0000</li> </ul>
WebRTC Media Service	100.0.076.0000	November 14, 2023	<ul style="list-style-type: none"> <li>webrtc-service-100.0.076+0000.tgz</li> </ul>	<ul style="list-style-type: none"> <li>coturn:100.0.076.0000</li> <li>webrtc:100.0.076.0000</li> </ul>
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.