# Genesys Multicloud CX Release Notes

Genesys Multicloud CX Private Edition Release Notes

5/30/2026

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

| Service | Release | Released On | Helm | Containers |
|---------|---------|------------|------|------------|
| Authentication Service | 100.0.001.0194 | May 20, 2026 | • gauth-100.0.101+0258.tgz<br>• gauth-infra-bg-100.0.101+36.tgz | • gauth-service-authentication: 100.0.001.0193<br>• gws-core-environment: 100.0.018.2294<br>• gws-ui-auth: 100.0.018.1686 |
| Genesys Web Services and Applications | 9.0.003.49 | May 21, 2026 | • gws-services-2.0.2.tgz<br>• gws-monitoring-1.0.24.tgz<br>• gws-ingress-1.0.46.tgz | • gws-app-provisioning:9.0.001.22<br>• gws-app-workspace:9.0.001.18<br>• gws-platform-chat:9.0.000.69<br>• gws-platform-configuration:9.0.001.06<br>• gws-platform-datacollector:9.0.000.76<br>• gws-platform-ixn:9.0.000.68<br>• gws-platform-ocs:9.0.000.71<br>• gws-platform-setting:9.0.000.76 |

| Service | Release | Released On | Helm | Containers |
|---|---|---|---|---|
| | | | | • gws-platform-statistics:9.0.000.86<br>• gws-platform-ucs:9.0.000.67<br>• gws-platform-voice:9.0.000.91<br>• gws-service-configuration:9.0.000.12 |

*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 | • wwe-nginx-100.0.3.tgz | • ui:100.0.012.0293 |
| AI Connector | 100.0.149.9341 | August 17, 2023 | • athena-100.0.1499341.tgz | • athena:100.0.149.9341 |
| Authentication API | 9.0.000.70 | June 30, 2021 | See parent* | See parent* |
| Authentication Service | 100.0.001.0194 | May 20, 2026 | • gauth-100.0.101+0258.tgz<br>• gauth-infra-bg-100.0.101+36.tgz | • gauth-service-authentication: 100.0.001.0193<br>• gws-core-environment: 100.0.018.2294<br>• gws-ui-auth: 100.0.018.1686 |
| Billing Data Service (BDS) | 100.0.004.0009 | *No results* | • bds-config-100.0.004+0009-pe.tgz<br>• bds-cronjob-100.0.004+0009.tgz | • scripts:100.0.004.0009 |

| Service | Release | Released On | Helm | Containers |
|---------|---------|-------------|------|------------|
| | | | • bds-grafana-dashboard-100.0.004+0009.tgz | |
| Callback | 100.0.002.2105 | March 17, 2022 | • 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 | • das:100.0.006.0003 |
| Digital Channels | 100.0.177.2832 | September 18, 2025 | • nexus-100.0.177.2832.tgz | • nexus:100.0.177.2832 |
| Email | 100.0.087.0488 | July 05, 2022 | • iwdem-100.0.0870488.tgz | • iwd-email:100.0.087.0488 |
| Event Stream | 100.0.003.0335 | September 21, 2022 | • streams-100.0.002+0007.tgz | • stream: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 | • gim-100.0.116+4200.tgz<br>• gim-monitoring-100.0.116+4200.tgz | • gim:100.0.116.4200 |
| Genesys Pulse | 100.0.000.0025 | March 15, 2023 | • cdn-uploader-100.0.000+0025.tgz<br>• dcu-100.0.000+0025.tgz<br>• init-100.0.000+0025.tgz<br>• init-tenant-100.0.000+0025.tgz<br>• lds-100.0.000+0025.tgz<br>• monitor-100.0.000+0025.tgz<br>• permissions-100.0.000+0025.tgz<br>• pulse-100.0.000+0025.tgz<br>• pulse-manage-agents-100.0.000+0025.tgz | • collector:100.0.000.0025<br>• configurator:100.0.000.0025<br>• cs_proxy:100.0.000.0025<br>• init:100.0.000.0025<br>• lds:100.0.000.0025<br>• manage-agents:100.0.000.0025<br>• monitor_dcu_push_agent:100.0.<br>• monitor_lds_push_agent:100.0.<br>• pulse:100.0.000.0025<br>• pulse_ui:100.0.000.0025 |

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|---|---|---|---|---|
| | | | | • ss:100.0.000.0025<br>• userpermissions:100.0.000.002 |
| Genesys Web Services and Applications | 9.0.003.49 | May 21, 2026 | • gws-services-2.0.2.tgz<br>• gws-monitoring-1.0.24.tgz<br>• gws-ingress-1.0.46.tgz | • gws-app-provisioning:9.0.001.22<br>• gws-app-workspace:9.0.001.18<br>• gws-platform-chat:9.0.000.69<br>• gws-platform-configuration:9.0.001.06<br>• gws-platform-datacollector:9.0.000.76<br>• gws-platform-ixn:9.0.000.68<br>• gws-platform-ocs:9.0.000.71<br>• gws-platform-setting:9.0.000.76<br>• gws-platform-statistics:9.0.000.86<br>• gws-platform-ucs:9.0.000.67<br>• gws-platform-voice:9.0.000.91<br>• gws-service-configuration:9.0.000.12 |
| GIM Config Adapter | 100.0.100.3200 | September 01, 2022 | • gca-100.0.100+3200.tgz | • gca:100.0.100.3200 |
| GIM Stream Processor | 100.0.100.3700 | September 01, 2022 | • gsp-100.0.100+3700.tgz | • gsp:100.0.100.3700 |
| 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 | • gvp-configserver-100.0.1000073.tgz | • gvp_confserv:100.0.100.0073 (updated)<br>• gvp_configserver_configserveri (updated) |

| Service | Release | Released On | Helm | Containers |
|---|---|---|---|---|
| | | | | • gvp_configserver_servicehandl (updated) |
| GVP Media Control Platform | 100.0.100.0097 | July 06, 2023 | • gvp-mcp-100.0.1000097.tgz | • gvp_mcp:100.0.100.0097<br>• gvp_mcp_confighandler:100.0.<br>• gvp_mcp_servicehandler:100.0 |
| GVP Reporting Server | 100.0.100.0227 | October 06, 2022 | • gvp-rs-100.0.1000227.tgz | • gvp_rs_init:100.0.100.0227 (updated)<br>• gvp_rs:100.0.100.0227(update<br>• gvp_snmp:100.0.100.0041 (updated) |
| GVP Resource Manager | 100.0.100.0238 | July 06, 2023 | • gvp-rm-100.0.1000238.tgz | • gvp_rm:100.0.100.0238<br>• gvp_rm_cfghandler:100.0.100. |
| GVP Service Discovery | 100.0.100.0065 | October 06, 2022 | • gvp-sd-100.0.100.0065.tgz | • gvp_sd:100.0.100.0065 (updated) |
| Intelligent Workload Distribution | 100.0.087.2006 | July 05, 2022 | • iwd-100.0.0872006.tgz | • iwd:100.0.087.2006 |
| Interaction Server | 100.0.007.0407 | September 20, 2022 | • ixn-100.0.008+02.tgz.<br>• ixn-dashboards-100.0.008+00.tgz | • interaction_server:100.0.007.0<br>• ixn_vq_node:100.0.008.0501<br>• ixn_node:100.0.008.0700 |
| IWD Data Mart | 100.0.012.2187 | September 16, 2022 | • iwddm-cronjob-100.0.006+0009.tgz | • iwd_dm_cloud:100.0.012.2187 |
| 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 | • gcxi-raa-100.0.016+1007.tgz | • raa:100.0.011.0100 |
| Service Client API | 100.0.008.0096 | September 15, 2023 | See parent* | See parent* |

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|---------|---------|-------------|------|------------|
| Statistics API | 9.0.000.61 | June 30, 2021 | See parent* | See parent* |
| Telemetry Services | 100.0.008.1753 | August 08, 2022 | • telemetry-service-100.0.008+1753.tgz | • telemetry-service:100.0.008.1753 |
| Universal Contact Service | 100.0.099.0073 | September 15, 2022 | • ucsx-addtenant-100.0.0990073.tgz<br>• ucsx-100.0.0990073.tgz | • ucsx:100.0.099.0073<br>• deploy_ucsx:100.0.099.0073 |
| Voice Agent State Service | 100.0.100.0017 | September 20, 2022 | • voice-agent-100.0.1000006.tgz<br>• voice-alertrules-100.0.1000005.tgz<br>• voice-dashboards-100.0.1000008.tgz | • agent_node:100.0.1000017 |
| Voice Call State Service | 100.0.100.0016 | September 20, 2022 | • voice-alertrules-100.0.1000005.tgz<br>• voice-callthread-100.0.1000006.tgz<br>• voice-dashboards-100.0.1000008.tgz | • callthread_node:100.0.1000016 |
| Voice Config Service | 100.0.100.0014 | September 20, 2022 | • voice-alertrules-100.0.1000005.tgz<br>• voice-config-100.0.1000006.tgz<br>• voice-dashboards-100.0.1000008.tgz | • config_node:100.0.1000014 |
| Voice Dial Plan Service | 100.0.100.0018 | September 20, 2022 | • voice-alertrules-100.0.1000005.tgz<br>• voice-dashboards-100.0.1000008.tgz<br>• voice-dialplan-100.0.1000007.tgz | • dialplan_node:100.0.1000018 |
| Voice Front End Service | 100.0.100.0010 | August 25, 2022 | • voice-alertrules-100.0.1000005.tgz | • sipfe_node:100.0.1000010 |

| Service | Release | Released On | Helm | Containers |
|---|---|---|---|---|
| | | | <ul><li>voice-dashboards-100.0.1000008.tgz</li><li>voice-sipfe-100.0.1000006.tgz</li></ul> | |
| Voice Orchestration Service | 100.0.100.0063 | September 20, 2022 | <ul><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><li>ors_node:100.0.1000063</li></ul> |
| Voice Registrar Service | 100.0.100.0021 | August 25, 2022 | <ul><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><li>registrar_node:100.0.1000021</li></ul> |
| Voice RQ Service | 100.0.100.0011 | August 25, 2022 | <ul><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><li>rq_node:100.0.1000011</li></ul> |
| Voice SIP Cluster Service | 100.0.100.0036 | August 25, 2022 | <ul><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><li>sip_node:100.0.1000036</li></ul> |
| Voice SIP Proxy Service | 100.0.100.0020 | August 25, 2022 | <ul><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><li>sipproxy_node:100.0.1000020</li></ul> |

| Service | Release | Released On | Helm | Containers |
|---|---|---|---|---|
| Voice Tenant Service | 100.0.100.0076 | September 12, 2022 | • tenant-100.0.1000067.tgz<br>• tenant-monitor-100.0.1000067.tgz | • tenant_node:100.0.1000076<br>• tenant_pgdb_init:100.0.100007<br>• tenant_pulse_init:100.0.100007 |
| Voice Voicemail Service | 100.0.100.0016 | September 20, 2022 | • voice-alertrules-100.0.1000005.tgz<br>• voice-dashboards-100.0.1000008.tgz<br>• voice-voicemail-100.0.1000015.tgz | • voicemail_node:100.0.1000016 |
| Webphone | 100.0.036.0000 | October 12, 2022 | • webphone-100.0.036+0000.tgz | • webphone:100.0.036.0000 |
| WebRTC Media Service | 100.0.076.0000 | November 14, 2023 | • webrtc-service-100.0.076+0000.tgz | • coturn:100.0.076.0000<br>• 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.