GENESYS™

Genesys Multicloud CX Release Notes

Recording, QM and Interaction Analytics

7/31/2025

Contents

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

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**				
January 17, 2024		Azure		Performance improvements.	8.5.512.39
November 10, 2023		Azure		Transcript export and other enhancements.	8.5.512.38
July 31, 2023	aws			Resolved issue.	8.5.510.54
July 10, 2023		Azure		• Transcripts for all interactions are stored. • Support for Windows Server 2022.	8.5.512.36

Available	Genesys CX on	Private edition	Highlights	Release
March 31, 2023	Azure		New icons for Facebook and Twitter private social interactions. Resolved issues.	8.5.512.35
October 9, 2022	Azure		Includes support for SMS interaction and resolved issues.	8.5.512.34
August 2, 2022	Azure		Support for processing of digital interactions.	8.5.512.32
June 20, 2022	Azure		Resolved Issues.	8.5.512.31
April 29, 2022	Azure		Support for Microsoft Edge Chromium browser.	8.5.512.30
March 29, 2022	aws		Support for Microsoft Edge Chromium browser.	8.5.510.50
March 22, 2022	Azure		Resolved Issues.	8.5.512.27
March 17, 2022	Azure		Support for processing of digital chat interactions.	8.5.512.26
February 18, 2022	aws		Resolved Issues.	8.5.510.49

Available	Genesys CX on	Private edition	Highlights	Release
February 3, 2022	Azure		Web UI configurable based on the browser language.	8.5.512.22
January 6, 2022	aws		Support for Single Sign-On (SSO).	8.5.510.47
December 21, 2021	Azure		Includes important improvements such as multi-region support for screen recordings, export of screen recordings metadata, and support for cross-site domain IDP.	8.5.512.18
December 8, 2021	Azure		Includes important improvements such as multi-region support for voice recordings and export of voice recordings metadata.	8.5.512.16
November 17, 2021	Azure		Includes important improvements and security enhancements.	8.5.512.14
May 7, 2021	aws		Support for **Last 2 Days** and **Last 3**	8.5.510.42

Available	Genesys CX on	Private edition	Highlights	Release
			Days pre-configured date ranges.	

January 17, 2024 ▲ Azure

What's New

- The performance of the following reports has been improved:

  - Topic Analysis Audit

  - Topic Analysis Trends

  - Metadata Frequency

  - Category Distribution

  These reports should run reasonably quicker now. For example, they should run within 5 minutes for a date range of 30 days.
  (PRSM-29579)

Resolved Issues

- After setting a system with *externalApplicationBaseURL* in the **webserviceparams** table, business alerts are sent with a link that points to the correct external URL and not to the local web server. (PRSM-29581)

- On Event Business alerts no longer trigger multiple emails per call that triggers the event. (PRSM-29580)

- Usernames with uppercase letters now get selected properly in Saved Search's shared windows, based on user's selection. Previously in this scenario, usernames with uppercase letters did not get selected properly. (PRSM-27401)

November 10, 2023 ▲ Azure

What's New

- Transcripts of every interaction is now stored in the database and a database job exports the transcript data of all interactions. The job exports data every day, containing transcripts of interactions processed per day. Previously, transcripts of every interaction were sent to VPA and VPA would export the transcripts to blob storage accessible to customers. (WFOAZURE-1830)
  More info:

- The Purge task has been enabled for purging Digital interactions, based on the configured retention duration. (PRSM-29341)

- The database maintenance job no longer requires any system downtime. Additionally, the database queries used by the system have been optimized for better performance. (PRSM-29326)

- SpeechMiner Interaction Receiver has been updated to accept interactions up to 4 hours duration. (WFOAZURE-3077)

July 31, 2023 aws

Resolved Issues

- After the context menu in Chrome was disabled for enhanced security, users were unable to export screen recordings. Now, customers can export screen recordings by using the **Export** option in the **More Actions** menu. This export is only available for single recordings. Batch export of recordings is disabled. **Note**: For the screen recording **Export** option to be enabled for a user, the user must have the **Enable Video Context Menu** permission enabled. (PRSM-29223)

July 10, 2023 ▲ Azure

What's New

- SpeechMiner now supports transcript export of all the voice interactions on a daily basis. The transcripts will be exported to blob storage once per day in an encrypted format containing all the transcripts of interactions processed on that day. (WFOAZURE-1830)

- The SpeechMiner Indexer component is upgraded to use .NET core 6.0. (PRSM-29150)

- SpeechMiner components now support Windows Server 2022. (PRSM-29028)

- MLM Purge procedures are now available to offer better management of retention settings for both voice and screen recordings. (GIR-32607)

- Digits can now be filtered based on complex logic. Additional conditions can be included in the filter, such as greater than, smaller than or equal to. The conditions must be separated by a semi-colon. For example, `>5;`. If the condition is not allowed, the previous logic will take effect. **Note**: Enhanced digits filtering is only applicable for voice interactions. (PRSM-29124)

March 31, 2023 ▲ Azure

What's New

- Facebook and Twitter private social interactions are now represented with new icons in SpeechMiner Web UI. (WFOAZURE-2302)

- SpeechMiner can now filter metadata (that is not required) sent to the system. You can configure the system to filter the metadata that is not required. (WFOAZURE-1900)

- The Indexer component now supports Elasticsearch version 7.17.6. (WFOAZURE-2698)

Resolved Issues

- Users with the context menu export permission are now able to download screen recordings only by using the **More actions > Export** option in the player. The ability to right-click the context menu and download a recording is no longer available. (WFOAZURE-2483)

- When accessing help from the report templates, the help topic for the selected report template is now displayed correctly. Previously, an error occurred preventing the help topic from being displayed. (WFOAZURE-2716)

October 09, 2022 ▲ Azure

What's New

- SpeechMiner now supports processing of SMS interactions. You can now filter, evaluate, and create a report for these interactions. (PRSM-28856)
  More info:
  Note: Contact your Genesys account representative to enable this feature.

- Interaction metadata that are marked as key metadata items now appear on top of the form in an evaluation session in *key:value* pairs. (PRSM-28836)

- Users with the **Context Menu Export** permission are now able to download screen recordings by using the **More Actions > Export** option in the player. (PRSM-28851)

Resolved Issues

- A search performed with more than one term in the search filter now returns the required interactions. Previously, the search performed with multiple terms didn't return any interactions. (WFOAZURE-2113)

- If a topic has terms with a single word, then the single word term is now recognized only as a complete word and not as part of other words. For example, the term "age" doesn't recognize and match the words such as "coverage", "package", and so on. Previously, the single word term in the topic recognized similar terms even if the term was part of the words. (WFOAZURE-1971)

- When a digital interaction has only an open HTML tag and the text content type is not set to HTML, the text after the open HTML tag now appears in the UI. Also, if the custom tag is within the HTML tag, and if the text content type is not set to HTML, the custom tag now appears in the UI. Previously, in such scenarios, the text after the open HTML tag and the custom tag didn't appear in the UI. (WFOAZURE-1903)

- The metadata fields for the **Metadata Frequency** report now appear in alphabetical order. (PRSM-28895)

- SpeechMiner now displays the system recorded or automated or IVR segments of an interaction with a new icon in the **Transcription** section. (PRSM-28844)

- Free Form answer can now handle up to 4000 characters. Previously, Free Form supported only up to 2000 characters. (PRSM-28818)

- If an interaction is sent with multiple segments tagged to different programs, the whole interaction is now tagged to the latest program and the search no longer fails. (PRSM-28644)

- The **Usage Tracking** report execution is now optimized to improve its performance. (WFOAZURE-2035)

Known Issues

- If your **Free form** answer has 4000 characters, the last character in the **Free form** answer does not appear when you export it to PDF. (WFOAZURE-2193)

- When an evaluation is exported to PDF, **Free form** answer is displayed after a blank page and the first line of the answer is not aligned properly. (WFOAZURE-2195)

- Users with the **Export Screen Recording** permission are incorrectly able to right-click the context menu and download a recording. However, the downloaded recording is not usable. (WFOAZURE-2483)

August 02, 2022 ▲ Azure

What's New

- SpeechMiner now supports processing of private Facebook and Twitter interactions. You can now filter, evaluate, and create a report for these interactions. (WFOAZURE-1442)

- SpeechMiner now supports processing of email interactions. You can now filter, evaluate, and create a report for email interactions. (PRSM-28853)

- SpeechMiner now supports HTML formatted content for digital media interactions:

  - Transcript text recognized as a topic now displays in bold only if it's not formatted in HTML. If the transcript text for the topic is formatted in HTML, then the text displays in HTML format.

  - If the content of table formatted data for digital interactions has text recognized as a topic, the topic pointers display below the table.

  - Enabling digit filtering now replaces all numbers in the text with an asterisk (*). This may have an impact on the HTML format of the transcript.

  (WFOAZURE-1525)

Resolved Issues

- The **Edit Report** page in SpeechMiner UI now displays only the interaction types that are enabled. (WFOAZURE-1679)

Known Issues

- When a digital interaction only has an open HTML tag and the text content type is not set to HTML, then the text after the open HTML tag does not display in the UI. Also, if the custom tag is within the HTML tag, and if the text content type is not set to HTML, then the custom tag does not display in the UI. (WFOAZURE-1841)

- When you log out of SpeechMiner, the SpeechMiner UI shows a blank page in response but the user session logs out in the backend. You'll need to reload the page to go back to the login page. (WFOAZURE-1760)

June 20, 2022 ▲ Azure

Resolved Issues

- When exporting the performance profile report to PDF, the generated PDF no longer includes any blank pages. Previously, the PDF included blank pages. (WFOAZURE-1440)

- When processing the interactions, Fetcher now decodes the encoded characters in the workgroup correctly. (WFOAZURE-1191)

- SpeechMiner now calculates the form score correctly, even if only the free form question is answered within a specific group. Previously, if there were two question groups within a form and only the free form question within a group was answered, the form score was not calculated correctly. (WFOAZURE-1101)

- The **Choose from list** questionnaire in the form now shows the scores correctly based on your selection. Previously, during an evaluation session, when you evaluated the **Choose from list** questionnaire, the SpeechMiner UI didn't show the score correctly. (WFOAZURE-1090)

Known Issues

- In the **Reports** menu, **Interactions Filter** displays the unsupported interaction types such as email, Facebook, and Twitter. No

results would be returned for these interaction types. (WFOAZURE-1679)

April 29, 2022 ▲ Azure

What's New

- SpeechMiner now supports the Microsoft Edge Chromium browser. (WFOAZURE-1321)

Resolved Issues

- SpeechMiner now displays the duration for digital chat interactions correctly in the **Duration** column. (WFOAZURE-1139)
- For a digital chat interaction, SpeechMiner now displays:
    - Only agents and supervisors in the **Agent** column.
    - Workgroups of the agent, supervisor, and bot in the **Workgroup** column. (WFOAZURE-1145)

March 29, 2022 aws

What's New

- SpeechMiner now supports the Microsoft Edge Chromium browser. (PRSM-28766)

Resolved Issues

- As part of Quality Management (QM) evaluation, when you submit an evaluation with only free form questions answered within a specific group, the form score is now calculated correctly. Previously, when only the free form questions were answered in the QM form, the group score was not calculated properly, which caused the form and evaluation session to be scored incorrectly. (PRSM-28732)

March 22, 2022 ▲ Azure

Resolved Issues

- As part of the evaluation, all options under the **Multiple Choice** and **Choose from List** question types are now displayed. Previously, only one option was displayed under these question types. (WFOAZURE-1092)
- The **Complete** button is now enabled when all the required questions are answered as part of the evaluation. (WFOAZURE-1089)
- As part of the evaluation, selecting a radio button now selects only one option. Previously, all options were selected. (WFOAZURE-1088)

March 17, 2022 ▲ Azure

What's New

- SpeechMiner now supports processing of digital chat interactions. You can now filter, evaluate, and create a report for the chat interactions. (WFOAZURE-979)
  More info:

Resolved Issues

- You can now select an evaluation session by selecting the check box corresponding to that session. Previously, there was an issue in selecting the check box. (WFOAZURE-680)

- The interactions search now returns all the records matching the search criteria and does not default to a limit of 10,000 records. Previously, with upgrade to Elasticsearch 7, the interactions search result was limited to 10,000 records, even if the search criteria had more than 10,000 interactions. (WFOAZURE-949)

February 18, 2022 aws

Resolved Issues

- If a recording has multiple segments and the segment ID is different from the recording ID, SpeechMiner will now be able to play back the recording. Previously, SpeechMiner did not play back the recording if the segment ID was different from the recording ID. (PRSM-28674)

- You can now log out from SpeechMiner when SSO is enabled. Previously, logging out from SpeechMiner would direct you to Genesys Hub. While the session remained active, opening SpeechMiner/Recording didn't require you to log in again. (PRSM-28668)

- SpeechMiner no longer supports exporting of screen recordings through the browser's context menu (right-click and **Save As**). This option is not secure as it does not enforce access validation for the interaction. (PRSM-28758)

Known Issues

- When SSO is enabled, and you log in to SpeechMiner, you might rarely experience a bad URL that leads to timeout. This occurs when the session is invalidated, the cause for which is still unknown. As a workaround, clear the cache, close the browser, and re-login to SpeechMiner. (PRSM-28667)

February 03, 2022 ▲ Azure

What's New

- SpeechMiner now displays the web UI in a language that you selected in the browser. If you select an unsupported language in the browser, the web UI defaults to en-US. (PRSM-28656)

January 06, 2022 aws

What's New

- The SpeechMiner UI now supports Single Sign-On (SSO). SSO identity authentication enables your users to securely access multiple Genesys applications with a single authentication process. SSO is provisioned for a tenant as a whole and for it to work as expected, the tenant should make a request to Genesys to enable the feature. For more information on Single Sign-On, refer to https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO">https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO">https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO">https://all.docs.genesys.com/PEC-Admin/Current/Admin/SSO.

> ### Important
>
> To search and playback a recording file, the user must be assigned the role Agent in Agent Setup, in addition to the user being assigned to the appropriate Access Groups. If the user wants to access the recordings of other users, that user must be assigned the role of an admin or a supervisor in Agent Setup.

  (PRSM-27541)
  More info: https://all.docs.genesys.com/PEC-REC/Current/Administrator/AccessControl">https://all.docs.genesys.com/PEC-REC/Current/Administrator/AccessControl">https://all.docs.genesys.com/PEC-REC/Current/Administrator/AccessControl">https://all.docs.genesys.com/PEC-REC/Current/Administrator/AccessControl

Resolved Issues

- Both SMART and SMConfig login now work with Genesys authentication, after enabling SSO. (PRSM-28397)

December 21, 2021 Azure

What's New

- Supports screen recordings in both primary and secondary regions. You can use the SpeechMiner UI of the primary region to play back the recordings from both regions. (WFOAZURE-640)

- Screen recordings metadata is now exported to Azure Blob for download. You can access and export the call events associated with an interaction and also find other interactions. (WFOAZURE-410)

Resolved Issues

- Interactions that are exported to a zip file can now be extracted using the password set during the export operations. (WFOAZURE-702)

- SpeechMiner now supports cross-site domain IDP (Identity Provider). You can log into SpeechMiner via SSO, when an external IDP is used. (WFOAZURE-744)

- The latency observed while searching for a SpeechMiner interaction is now resolved. (WFOAZURE-716)

Known Issues

- In a multi-region deployment, the audio metadata for the calls originating in the secondary region is exported to Azure Blob in the secondary region whereas the screen metadata is exported to Azure Blob in the primary region. (WFOAZURE-758)

December 08, 2021 Azure

What's New

- Supports voice recordings in both primary and secondary regions. You can use the SpeechMiner UI of the primary region to play back the recordings from both regions. (WFOAZURE-316)

- Voice recordings metadata is now exported to Azure Blob for download. You can access and export the call events associated with an interaction and also find other interactions. (WFOAZURE-410)

- Includes security enhancements.

November 17, 2021 Azure

What's New

- Support for voice recording. It provides cradle to grave dual channel voice recording for customer-ivr and customer-agent conversations as they occur within the Genesys Multicloud CX Contact Center. (GIR-30657)

- Support for Speech Analytics. It provides automated speech analytics capabilities on all recorded customer-agent interactions to provide deep insight into these conversations. (GIR-30657)

- Support for Quality Management (QM). QM enables you to monitor quality and evaluate agent performance on a periodic and consistent basis while minimizing effort through automated interaction selection to improve customer experience and engage with your staff. (GIR-30657)

- SpeechMiner UI now supports Single Sign On. (GIR-30657)

- You can store certificates in Azure Key Vault with HSM (hardware security module) protection. (WFOAZURE-381)

- Support for SSRS (SQL Server Reporting Services) reports. You can use the reports to create a summary and analyses of interaction, speech, and external metadata. (WFOAZURE-233)

- You can export the Quality Management report of the interactions and the interaction transcripts. (DB-3808)

- Includes security enhancements.

May 07, 2021 aws

What's New

- The Last 2 Days and Last 3 Days pre-configured date ranges were added to the SpeechMiner UI Date Range filter. (PRSM-27714)

- **Updated: Aug 10, 2021 -** SpeechMiner UI no longer supports Single Sign-On because it does not function as expected. It will be made available in a future release. (PRSM-27541)

Resolved Issues

- SpeechMiner UI text strings appear in the correct language. Previously, the text strings periodically appeared in the wrong language. (PRSM-27634)

- When searching for expired evaluation sessions, the Creation Date filter now works as expected. (PRSM-26861)

- Keys in the interaction metadata that have the same name, but are not in the same case, will no longer be considered the same key. (PRSM-28108)

Known Issues

- The SpeechMiner UI may display placeholder text instead of the appropriate localized text string. Workaround: Refresh the browser to display the correct text. (PRSM-28102)

- When working with Internet Explorer, existing subjects are not shown in the Forward Interactions auto-complete list. (PRSM-28117)

- When working with Internet Explorer, existing report names are not shown in the Compare Searches auto-complete list. (PRSM-28120)

- Screen Recordings are truncated by a few seconds when the playback starts. When working with Internet Explorer, this issue occurs when the first few seconds of the screen recording is skipped. (PRSM-28121)

- After renaming a saved SpeechMiner dashboard, the previous name is displayed until the user logs out and in again. (PRSM-28123)

- The online help for the Date Filter options does not include descriptions for the Last Work Day, Last 2 Days, and Last 3 Days filter options. (PRSM-28181)

Prior Releases

For information about prior releases, see Recording, QM and Interaction Analytics.