

# **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Multicloud CX Release Notes

Reporting and Analytics Aggregates Release Notes

# Contents

- 1 April 07, 2022
  - 1.1 What's New
  - 1.2 Resolved Issues
  - 1.3 For private edition
- 2 December 17, 2021
  - 2.1 Security Fixes
  - 2.2 For private edition
- 3 July 27, 2021
  - 3.1 For private edition
- 4 July 23, 2021
  - 4.1 For private edition

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:**

•

•

#### 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				
April 7, 2022			<u>Ş</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX	100.0.011.0100

Available	Genesys CX on	Private edition	Highlights	Release
			private edition deployments on Azure Kubernetes Service (AKS).	
			Transfer reporting support.	
December 17, 2021		<u>2</u>	Beta Program support for Genesys Multicloud CX private edition deployments on GKE.  Important security improvements.	100.0.006.0100
July 27, 2021		<u>취</u>	Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.003.0100
July 23, 2021		<u>ട</u> ್ಷ	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	100.0.002.0104



100.0.011.0100 available April 07, 2022

#### What's New

- To support the GCXI Transfer Dashboard, new columns are added to several tables:
  - The following new columns are added to the AGT\_ID table to support the Transfer Dashboard: XFER\_INIT\_AGENT\_WARM, XFER\_ACCEPTED, XFER\_ACCEPTED\_WARM, XFER\_ACCEPTED\_HOLD\_TIME, and XFER\_ACCEPTED\_ENGAGE\_TIME. For information, see the Reporting and Analytics Aggregates PdM reference manual for your RDBMS.
  - The following new columns are added to the AGT\_AGENT and AGT\_AGENT\_GRP tables to support the
    Transfer Dashboard: XFER\_INITIATED\_WARM, XFER\_RECEIVED, XFER\_ACCEPTED\_WARM,
    XFER\_ACCEPTED\_ENGAGE\_TIME, XFER\_ACCEPTED\_HOLD\_TIME, XFER\_INITIATED\_ENGAGE\_TIME,
    CONFERENCE\_RECEIVED, CONF\_ACCEPTED\_ENGAGE\_TIME, CONF\_ACCEPTED\_HOLD\_TIME,
    CONSULT\_RECEIVED. (GCXI-5969, GCXI-5707)
- RAA now logs additional information about purging agendas (CONFIG level and Agg.Purge.Agenda). (GCXI-5924)

#### Resolved Issues

- The RAA Helm chart no longer declares a PodMonitor CRD. Instead, the Helm Chart now declares monitoring services with Prometheus annotations for each monitoring port. (GCXI-5985)
- The values.yaml file now has a default value of false for the enableServiceLinks parameter. (GCXI-5975)
- You can now enable the [agg-feature] > enable-sdr-bot option without also enabling [agg-feature] > enable-sdr. (GCXI-5880)

## For private edition

- As of July 13, 2022, Reporting and Analytics Aggregates (RAA) is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Reporting and Analytics Aggregates (RAA) supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3603)
   More info:



100.0.006.0100 available December 17, 2021

# Security Fixes

• This release includes important security fixes related to the Apache Log4j 2 vulnerability (CVE-2021-44228). In particular, the

Log4j library included with Reporting and Analytics Aggregates (RAA) has been upgraded to version 2.16.0. (GCXI-5775)

# For private edition

- RAA security features are enhanced to better support the use of arbitrary, or random, user IDs (UIDs) in OpenShift, as follows:
  - The securityContext settings exposed in the default **values.yaml** file now specifies the group ID as 500, rather than 0. For more information about arbitrary UIDs, see
  - RAA now uses user IDs (UIDs) in Docker, rather than names. (GCXI-5325)
- As of March 31, 2022, Reporting and Analytics Aggregates (RAA) 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-2683)



100.0.003.0100 available July 30, 2021

# For private edition

- RAA now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift.
  - The Dockerfile has been modified to specify container and file ownership as user=500 (genesys) and group=0 (root).
  - The securityContext settings exposed in the default **values.yaml** file specify the user and group IDs for the genesys user (500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .
  - RAA is expected to be deployed using the default ServiceAccount, which uses the restricted SCC. If you do not want to use arbitrary UIDs in your OpenShift deployment, you must associate the default ServiceAccount with the genesys-restricted SCC, as described in the suite-level Private Edition Guide. If you previously deployed RAA using the default ServiceAccount associated with the genesys-restricted SCC, you must remove the association if you want OpenShift to use arbitrary UIDs. To do so, execute the following command:
     oc adm policy remove-scc-from-user genesys-restricted -z default -n (GCXI-5248)



100.0.002.0104 available July 23, 2021

### For private edition

Starting with this release, Reporting and Analytics Aggregates (RAA) 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. (GCXI-4823) **More info:**