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Genesys Multicloud CX Release Notes

Reporting and Analytics Aggregates Release Notes

8/17/2025

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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:

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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				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). Enhanced Transfer reporting support.	
December 17, 2021				Beta Program support for Genesys Multicloud CX private edition deployments on GKE. Important security improvements.	100.0.006.0100
July 27, 2021				Support for arbitrary UUIDs in private edition deployments on OpenShift.	100.0.003.0100
July 23, 2021				Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	100.0.002.0104

April 07, 2022 


- 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:

December 17, 2021 


- 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)

July 27, 2021 


- 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)

July 23, 2021 


- 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: