Genesys Multicloud CX Release Notes

Telemetry Service Release Notes

2/25/2026

Contents

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

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> ## 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				
August 8, 2022				Security and reliability improvements.	100.0.008.1753
July 27, 2022				Distributed Tracing and TLM helm chart priorityClassName value is changed.	100.0.006.1685
May 13, 2022				Generally Available release for Genesys Multicloud CX private	100.0.005.1647

Available	Genesys CX on	Private edition	Highlights	Release
			edition deployments on the officially supported Kubernetes platforms. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Migration to annotations for metrics scraping.	
October 29, 2021			• Support for deploying all private edition services in a single namespace. • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. • This release includes important security fixes related to the Apache	100.0.003.1501

Available	Genesys CX on	Private edition	Highlights	Release
			Log4j 2 vulnerability (CVE-2021-44228).	
September 13, 2021			Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.001.1483
June 30, 2021			Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.31

August 08, 2022

-
  100.0.008.1753 available August 08, 2022
- Helm charts and containers

What's New

- This release includes third-party dependency updates to maintain security and reliability. (CPE-4867)

July 27, 2022

-
  100.0.006.1685 available July 27, 2022
- Helm charts and containers

What's New

- The HelmChart value that specifies Kubernetes priority class name for Telemetry Service, **priorityClassName**, no longer has a default value. It is empty/null. (TELEM-1648)
  More info:
  Limited to: Private Edition

Resolved Issues

- The **traceId** attribute is now part of the default **Telemetry log Contract** which makes it available to all Telemetry clients by default. This allows logs sent through Telemetry to meet the pre-condition for distributed tracing Observability goal. (TELEM-1669)
  More info:
  Limited to: Private Edition

May 13, 2022

- 100.0.005.1647 available May 13, 2022

- Helm charts and containers

What's New

- The scraping of Telemetry Service metrics is now based on Annotations instead of Custom Resource Definitions (CRDs). (TELEM-1540)
  More info:

- To improve the support of single namespace environment, a new option, `enableServiceLinks=false` is added in the pod context of the Helm chart. (TELEM-1529)
  More info:

- Telemetry Service is now ready for deployment in Kubernetes 1.22. (TELEM-1489)

- Reduce Telemetry daily operations by reading CORS rules and Tenant Mapping from Environment Service. (TELEM-1444)

Resolved Issues

- The counting of telemetry sessions used by client endpoints to send logs has been improved. (TELEM-1416)

For private edition

- As of July 13, 2022, Telemetry Services is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.

- Telemetry Services supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3611)

October 29, 2021

- 100.0.003.1501 available October 29, 2021

- Helm charts and containers

For private edition

- Telemetry now supports configurable namespaces. (TELEM-1351)

- As of December 23, 2021, Telemetry Services supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1928)

September 13, 2021

- 100.0.001.1483 available September 13, 2021

- Helm charts and containers

What's New

- Telemetry Service now supports the use of arbitrary, or random, user IDs (UIDs) in OpenShift. The Dockerfile has been modified to specify the container and file ownership as `user=500` (genesys) and `group=0` (root).The **securityContext** settings exposed in the default values file specify the user and group IDs for the genesys user (`500:500:500`). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. (TELEM-1266)
  More info:

- The Telemetry Service Docker Image is now built using a base image that relies on Universal Base Image 8 (UBI8). (TELEM-1188)

Resolved Issues

- Compliance issues identified in the Telemetry Docker image 9.0.000.31 (June 2021) have been fixed. (TELEM-1319)

June 30, 2021

- 9.0.000.31 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, Telemetry Services 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. (TELEM-1072)
  More info: