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Genesys Multicloud CX Release Notes

Universal Contact Service Release Notes

5/24/2026

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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			
September 15, 2022				This release included changes introduced since UCSX 100.0.098.0023.	100.0.099.0073
February 16, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially	100.0.097.0009

Available	Genesys CX on		Private edition	Highlights	Release
				<p>supported Kubernetes platforms. Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>This release included changes introduced since UCS X 100.0.095.0015.</p>	
October 31, 2021				<ul style="list-style-type: none"> • Important security improvements.. • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. 	100.0.095.0015
September 10, 2021				Support for arbitrary UIDs in private edition deployments on OpenShift.	100.0.093.0015
June 30, 2021				Early Adopter Program support for Genesys	9.5.000.87

Available	Genesys CX on	Private edition	Highlights	Release
			Multicloud CX private edition deployments on OpenShift.	

September 15, 2022 



- 100.0.099.0073 available September 15, 2022
- Helm charts and containers

What's New

- UCSX now supports HTTPS. (UCSX-3224)
- The UCSX API now supports get/set divisions for all entities except documents. Earlier, the API did not support retrieving attachments when only a document ID was known. (UCSX-3203)
- UCSX now supports the latest format (111,222) supported by GAUTH in addition to the existing div3:3,div4:4 format. (UCSX-3101)
- UCSX now supports additional metrics: **count of created contacts** and **count of created interactions**. (UCSX-3100)
- UCSX now supports the golden signals for metrics. (UCSX-3016)

Resolved Issues

- When a link to a document is deleted, the attached document is deleted if there are no other links to that document. (UCSX-3206)
- UCSX now calculates the Active Requests Count correctly. (UCSX-3176)
- UCSX API now works properly with the latest tenant DB schema. (UCSX-3169)
- During re-indexation, UCS no longer produces sporadic failures. (UCSX-3152)
- The STDR_DOC_ID and STDR_FAVORITE tables were not replicated when multi-region support mode was switched to the primary region. This issue is now resolved. (UCSX-3138)
- UCSX now sends a traceresponse header in response to an incoming call using the format:version-traceid-spanid-trace-flags. (UCSX-3129)
- UCSX now removes the standard response from favorites when a category or category root is deleted. Earlier, the standard response was included in the favorites. (UCSX-3128, UCSX-3066)
- Child interactions can now be modified even if the parent interaction is deleted. (UCSX-3092)
- UCSX no longer displays multiple error messages when a database connection is lost. Instead, a single *Database is not initialized* error message is displayed. (UCSX-3079)
- UCSX no longer includes the request content when logging errors with Elasticsearch. (UCSX-3048)
- UCSX log messages now include fields request.id and http.url for each message for a single operation. (UCSX-3018)

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- UCSX now supports in-service encryption. (UCSX-2955)

February 16, 2022 

-  100.0.097.0009 available February 16, 2022
- Helm charts and containers

What's New

- The API protection mechanism is improved for UCS-X version upgrade and rollbacks. (UCSX-2527)
- The rollback procedure is now automated. (UCSX-2662)
- A new consistency check is introduced between the database and Elasticsearch. (UCSX-2717)
- UCS supports new monitoring metrics for long-lasting requests. (UCSX-2770)

Resolved Issues

- The memory leak issue that was triggered by the CometD library is fixed. (UCSX-2268)
- The issue with incorrect search results is fixed. (UCSX-2612)
- The issue with division headers being ignored in standard responses is fixed. (UCSX-2618)
- The issue with parsing non-string values as the search criteria is fixed. (UCSX-2635)
- The render-field-codes method is now updated to support backward compatibility. (UCSX-2640)
- The issue handling errors in Consistency Manager is fixed. (UCSX-2699)
- Interactions are no longer deleted when Elasticsearch is not available. (UCSX-2700)
- UCS-X returns the correct standard responses and the attachments separately. (UCSX-2731)
- The issue with custom attributes not included in search results is fixed. (UCSX-2825)
- The UCS-X Docker Image is now built using a base image that relies on Universal Base Image 8 (UBI8). (UCSX-2860)
- The Elasticsearch client library has been deprecated and replaced with the newer @elastic/elasticsearch library. (UCSX-2903)

For private edition

- As of July 13, 2022, Universal Contact Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Universal Contact Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3875)

October 31, 2021 



- 100.0.095.0015 available October 31, 2021
- Helm charts and containers

Security Fixes

- This release includes important security upgrades made to third-party software. (GLOUD-18873)

For private edition

- As of December 23, 2021, Universal Contact Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1943)

September 10, 2021



- 100.0.093.0015 available September 10, 2021
- Helm charts and containers

For private edition

- UCS 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 podSecurityContext settings exposed in the default **values.yaml** 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.
 - UCS is deployed using ServiceAccounts that use the **restricted** Security Context Constraint (SCC). In an earlier implementation, Genesys required you to deploy all private edition services using a ServiceAccount associated with the custom **genesys-restricted** SCC, to control permissions for the genesys user (500). Genesys now expects OpenShift to use arbitrary UIDs in your deployment, and the **genesys-restricted** SCC has been deprecated. If you previously deployed using the **genesys-restricted** SCC, Genesys recommends that you redeploy so that you use arbitrary UIDs. (UCSX-2349)

More info:

June 30, 2021



- 9.5.000.87 available June 30, 2021

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- Helm charts and containers

For private edition

- Starting with this release, Universal Contact Service 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. (UCSX-2020)