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Genesys Multicloud CX Release Notes

Helm charts and containers for Universal Contact Service

9/6/2025

Find lists of which containers were updated for each service release, and when.

Related documentation:

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RSS:

- For cloud
- For private edition

Find out what has changed between releases

Because the structure for Genesys Multicloud CX helm charts and containers are consistent and standardized, you can use established third-party software to quickly generate a visual diff that provides a detailed report of changes made between each release. See this explanation on how you can use an example tool to generate a full report of changes:

- [Generating a Visual Diff for Helm Charts and Containers](#)

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Universal Contact Service	100.0.099.0073	2022-09-15	<ul style="list-style-type: none">• UCSX-addtenant-100.0.099.0073.tgz• ucsx-100.0.099.0073.tgz	<ul style="list-style-type: none">• ucsx:100.0.099.0073• deploy_ucsx:100.0.099.0073
Universal Contact Service	100.0.097.0009	2022-02-16	<ul style="list-style-type: none">• UCSX-addtenant-100.0.097.0009.tgz• ucsx-100.0.097.0009.tgz	<ul style="list-style-type: none">• ucsx:100.0.097.0009
Universal Contact Service	100.0.095.0015	2021-10-31		
Universal Contact Service	100.0.093.0015	2021-09-10	<ul style="list-style-type: none">• UCSX-addtenant-100.0.093.0015.tgz	<ul style="list-style-type: none">• ucsx:100.0.093.0015

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
			<ul style="list-style-type: none">ucsx-100.0.0930015.tgz	
Universal Contact Service	9.5.000.87	2021-06-30		