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Genesys Multicloud CX Release Notes

Voice Agent State Service Release Notes

7/4/2022

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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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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	GCP			
March 28, 2022					<ul style="list-style-type: none"> • Important security improvements. • Support for deploying all private edition services in a single namespace. 	100.0.100.0010
September 22, 2021					100.0.100.0007: Resolved issue.	100.0.100.0007
September 15, 2021					100.0.100.0005: <ul style="list-style-type: none"> • Early Adopter 	100.0.100.0005

Available	Genesys CX on			Private edition	Highlights	Release
					Program support for Genesys Multicloud CX private edition deployments on GKE. <ul style="list-style-type: none"> • Support for arbitrary UIDs in private edition deployments on OpenShift. 	
June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.10

March 28, 2022 

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 - 100.0.100.0010 available March 28, 2022
 - Helm charts and containers

Security Fixes

- This release includes important security upgrades made to third-party software. (GCLLOUD-18868)

For private edition

- Support for deploying the Voice Agent State Service in a single namespace with other private edition services has been implemented. To deploy the Voice Agent State Service in a single namespace, override the **namespace** parameter in the Agent State Service Helm chart **values.yaml** file:


```
1 deployment:
2   namespace: voice
```


(VOICEMCS-2912)

September 22, 2021 

Resolved Issues

- The Voice Agent State Service no longer performs After Call Work (ACW) actions when an agent logs out while on a call, and then the call is released. (VOICEMCS-2835)

September 15, 2021 

-  100.0.100.0005 available September 15, 2021
- Helm charts and containers

For private edition

- Voice Agent State Service 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 (500:500:500). You must override these Helm chart values if you want OpenShift to use arbitrary UIDs. For more information, see .
 - Voice Agent State Service 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 Voice Agent State Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice Agent State Service so that you use arbitrary UIDs. (VOICEMCS-2614)
More info:
- As of October 29, 2021, Voice Agent State Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1983)

June 30, 2021 



- 9.0.000.10 available June 30, 2021
- Helm charts and containers

For private edition

- Starting with this release, Voice Agent State 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. (VOICEMCS-1740)
More info: