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Genesys Multicloud CX Release Notes

Voice Agent State Service Release Notes

8/4/2025

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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				
May 2, 2023				<ul style="list-style-type: none">• Support for the Enhanced Handling of Logout on Disconnect feature from Tenant T-Server.• Resolved issues.	100.0.100.0027

Available	Genesys CX on		Private edition	Highlights	Release
September 20, 2022				<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Third-party dependency updates.</p>	100.0.100.0017
August 25, 2022				Third-party dependency updates.	100.0.100.0015
July 25, 2022				New Helm charts and third-party dependency updates.	100.0.100.0013
March 28, 2022				<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>*Important security improvements.</p> <ul style="list-style-type: none"> • Support for deploying all private 	100.0.100.0010

Available	Genesys CX on	Private edition	Highlights	Release
			edition services in a single namespace.	
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 Program support for Genesys Multicloud CX private edition deployments on GKE. • Support for arbitrary UIDs in private edition deployments on OpenShift. 	100.0.100.0005
June 30, 2021			Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.10

May 02, 2023 

What's New


- The Agent State service now includes support for the **Enhanced Handling of Logout on Disconnect** feature from Tenant T-

Server. The Agent State service stores the unique ID of the owning client, which is provided by Tenant T-Server, and does not logout an agent if it was requested based on the *Logout on Disconnect* or *Logout on Unregister* feature but not received from the owning client. (VOICEMCS-5448)

Resolved Issues

- If the Agent State service receives events during a region switch (that is, the time duration between when an agent requests a login (sends a RequestAgentLogin) in another region and receives an EventAgentLogin in the new region), those events will be queued and processed, after the region switch, in the order they were received. (VOICEMCS-5394)
- The Agent State service no longer cancels the ongoing Legal Guard Timer for the agent if the RequestAgentLogin is received for that agent. (VOICEMCS-5393)

September 20, 2022

-  100.0.100.0017 available September 20, 2022
- Helm charts and containers


What's New

- Third-party dependency updates to maintain security and reliability.

For private edition

- Voice Agent State Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3613)

August 25, 2022

-  100.0.100.0015 available August 25, 2022
- Helm charts and containers

For private edition

- Third-party dependency updates to maintain security and reliability. (VOICEMCS-4762)

July 25, 2022



- 100.0.100.0013 available July 25, 2022
- Helm charts and containers

For private edition

- This release includes:
 - An updated container and new versions of the Helm charts.
 - Third-party dependency updates to maintain security and reliability. (VOICEMCS-3564)

March 28, 2022



- 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. (GCLOUD-18868)

For private edition

- As of July 13, 2022, Voice Agent State Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- 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 UID. 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: