Genesys Multicloud CX Release Notes

Voice Config Service Release Notes

2/15/2026

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

- 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 20, 2022		Azure	(icon)	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Resolved issue.	100.0.100.0014

Available	Genesys CX on	Private edition	Highlights	Release
August 25, 2022	Azure		Third-party dependency updates.	100.0.100.0011
July 25, 2022			New Helm charts and third-party dependency updates.	100.0.100.0010
March 28, 2022			Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. *Important security improvements. • Support for deploying all private edition services in a single namespace.	100.0.100.0008
September 15, 2021			100.0.100.0004: • Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE.	100.0.100.0004

Available	Genesys CX on	Private edition	Highlights	Release
			• 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.	9.0.000.07

September 20, 2022 Azure

-
  100.0.100.0014 available September 20, 2022

- Helm charts and containers

Resolved Issues

- Voice Config Service deprecates tenant_add and tenant_delete APIs in Voice Config node. (VOICEMCS-4876)

For private edition

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

August 25, 2022 Azure

-
  100.0.100.0011 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

- 100.0.100.0010 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

- 100.0.100.0008 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 Config Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Support for deploying the Voice Config Service in a single namespace with other private edition services has been implemented. To deploy the Voice Config Service in a single namespace, override the **namespace** parameter in the Config Service Helm chart **values.yaml** file:

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

(VOICEMCS-2912)

September 15, 2021

- 100.0.100.0004 available September 15, 2021

- Helm charts and containers

For private edition

- Voice Config 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 Config 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 Config Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice Config Service so that you use arbitrary UIDs. (VOICEMCS-2614)
  More info:

- As of October 29, 2021, Voice Config 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

- 9.0.000.07 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, Voice Config 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: