

GENESYS

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Genesys Multicloud CX Release Notes

Voice Microservices Release Notes

These Release Notes provide information about recent releases of Voice Microservices and Tenant Service, starting with March 31, 2021. Click the Release Date next to a particular service name to see detailed information for that release. The release date indicates the earliest date when a service release might be available in your environments. Some updates might not apply to all environments.

Related documentation:

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RSS:

- For cloud
- For private edition

Service	Available	Ge	enesys CX on	Private edition	Highlight	:Release
AWS	Azure	GCP				
Voice SIP Cluster Service	January 12, 2024		Azure		Resolved issue.	100.0.100.005
Voice Voicemail Service	December 20, 2023		Azure		Resolved issue.	100.0.100.003
Voice Orchestratio Service	December n18, 2023	•	Azure		Resolved issue.	100.0.100.008
Voice Registrar Service	October 6, 2023		Azure		Resolved issue.	100.0.100.003
Voice SIP Cluster Service	October 6, 2023		Azure		Resolved issue.	100.0.100.005
Voice Orchestratio Service	October 6, 2023		Azure		Resolved issues.	100.0.100.007
Voice Registrar Service	July 31, 2023		Azure		Resolved issue.	100.0.100.002

Service	Available	Genesys CX o	Private edition	Highlight	:sRelease
Voice SIP Cluster Service	July 31, 2023	Azure		Resolved issue.	100.0.100.0050
Voice Orchestratio Service	July 31, 2023	Azure		Resolved issues.	100.0.100.0077
Voice Agent State Service	May 2, 2023	Azure		Support for the Enhance Handlin of Logout on Discondisc	ng n ē© 0.0.100.0027
Voice Orchestratio Service	May 2, n ₂₀₂₃	Azure		Resolved issue.	100.0.100.0075
Voice RQ Service	May 2, 2023	Azure		Resolved issue.	100.0.100.0018
Voice Orchestratio Service	January n30, 2023	Azure		Resolved issues.	100.0.100.0072
Voice Agent State Service	Septembe 20, 2022	r Azure	<u>Ş</u>	Support for Genesys Multicloud CX private edition deployme on Azure Kubernete Service (AKS).	100.0.100.0017 nts

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				Third-party dependency updates.
Voice Voicemail Service	September 20, 2022	Azure	<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure 100.0.100.0016 Kubernetes Service (AKS). Third-party dependency updates.
Voice Orchestratio Service	September n20, 2022	Azure	<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).
Voice Call State Service	September 20, 2022	Azure	ᆁ	Support for Genesys Multicloud 100.0.100.0016 CX private edition

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				deployments on Azure Kubernetes Service (AKS). Third-party dependency updates.
Voice Dial Plan Service	September 20, 2022	Azure	<u>Ş</u>	Support for Genesys Multicloud CX private edition deployments on Azure Nubernetes Service (AKS). Third-party dependency updates.
Voice Config Service	September 20, 2022	Azure	91	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Resolved issue.

Service	Available	Genesys CX	on Private edition	HighlightsRelease
Voice Tenant Service	Septembe 12, 2022	Azure	<u> </u>	Important information about 100.0.100.0076 Tenant Service.
Voice SIP Proxy Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0020 dependency updates.
Voice Agent State Service	August 25, 2022	Azure	<u> 최</u>	Third- party 100.0.100.0015 dependency updates.
Voice Dial Plan Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0016 dependency updates.
Voice Config Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0011 dependency updates.
Voice Front End Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0010 dependency updates.
Voice Orchestratio Service	August n25, 2022	Azure	<u> </u>	Third- party 100.0.100.0059 dependency updates.
Voice RQ Service	August 25, 2022	Azure	<u> 최</u>	Third- party 100.0.100.0011 dependency updates.
Voice Registrar Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0021 dependency updates.
Voice Call State Service	August 25, 2022	Azure	<u> </u>	Third- party 100.0.100.0014 dependency updates.

Service	Available	Genesys CX	on	Private edition	Highlight	:sRelease
Voice Voicemail Service	August 25, 2022	Azure		취	Third- party dependen updates.	cy ^{100.0.100.0}
Voice Orchestratio Service	August n17, 2022	Azure			Resolved issue.	100.0.100.0
Voice SIP Cluster Service	August 2, 2022	Azure			Call monitor subscriptin SIP Server is now cleared correctly (cancell of call monitor is success. In the INVITE messages sent to a confere destinate the user part of the From header is now updated correctly (the Tenant ID is not added to the From header). Third-party depend updates.	y ation ing ful). e nce tion, 100.0.100.0

Service	Available	Genesys CX on	Private edition	HighlightsRelease
Voice Registrar Service	July 25, 2022		<u> </u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes 100.0.100.0019 Service (AKS). New Helm charts and third-party dependency updates.
Voice SIP Proxy Service	July 25, 2022		[2]	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). New Helm charts and third-party dependency updates.
Voice Config Service	July 25, 2022		<u>취</u>	New Helm charts and third- party dependency updates.

Service	Available	Genesys CX	on Private edition	HighlightsRelease
Voice Agent State Service	July 25, 2022		<u>ᆁ</u>	New Helm charts and third- party dependency updates.
Voice SIP Cluster Service	July 25, 2022	Azure	<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes 100.0.100.0030 Service (AKS). New Helm charts and third-party dependency updates.
Voice Dial Plan Service	July 25, 2022		<u>취</u>	New Helm charts and third- party dependency updates.
Voice RQ Service	July 25, 2022		<u>최</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				Service (AKS). New Helm charts and third-party dependency updates.
Voice Front End Service	July 25, 2022		<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes 100.0.100.00 Service (AKS). New Helm charts and third-party dependency updates.
Voice Call State Service	July 25, 2022		<u>취</u>	New Helm charts and third- party dependency updates.
Voice Tenant Service	July 8, 2022	Azure	91	Generally Available release for Genesys Multicloud CX private edition

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
				edition	deployments on the officially supported Kubernetes platforms. *Default logging sidecars for Tenant Service now run Fluent Bit version 1.8.2. • Updated Helm chart. • Recommendation to specify locat
					ion in your Helm deployment overrides file.
Voice Orchestratio Service	_n June 29, 2022	Azure		<u>취</u>	• When Designer Applications simultaneously execute the same _gene sys.s tatis tic.s Data query without subscription, the query now

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
					returns the correct result. • As of July 25, 2022, new Helm charts and third- party dependency updates for Multicloud CX private edition.
Voice Orchestratio Service	May 24, n 2022	Azure			Orchestration Service now correctly processes a Designer Application in which Early exit is enabled (RouteCall block).
Voice Tenant Service	May 20, 2022			희	Support for Genesys Multicloud CX private 100.0.100 edition deployments on Azure Kubernetes Service

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
					*Logging recommendations. • Tenant provisioning information now updates correctly. • Update to the Tenant Service Helm chart.
Voice SIP Cluster Service	April 4, 2022	Azure			 Voice SIP Cluster service introduces a configurable user data size limit for 100.0.100 the RequestUpdateUserD and RequestAttachUserDarequests. Fixed a memory leak in SIP node.
Voice Orchestratio Service	April 1, ⁿ 2022	Azure			Improvements to Voice Orchestration Service behavior when it

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				receives events related to call redirection from SIP Server.
Voice Config Service	March 28, 2022		<u>2-1</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. 100.0.100.00 *Important security improvements. • Support for deploying all private edition services in a single namespace.
Voice SIP Cluster Service	March 28, 2022		<u>એ</u>	Generally Available release for Genesys Multicloud CX private

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				edition deployments on the officially supported Kubernetes platforms.
				*Important security improvements. • Support for
				deploying all private edition services in a single namespace.
Voice RQ Service	March 28, 2022		5	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.
				*Important security improvements. • Support for deploying all

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
					private edition services in a single namespace.
Voice Front End Service	March 28, 2022				Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. 100.0.100.0 *Important security improvements. • Support for deploying all private edition services in a single namespace.
Voice Registrar Service	March 28, 2022			췐	Generally Available release for Genesys 100.0.100.0 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.
Voice Agent State Service	March 28, 2022	<u>2</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported 100.0.100.0 Kubernetes platforms. *Important security improvements. • Support

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				edition services in a single namespace.
Voice Dial Plan Service	March 28, 2022		<u>2</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms. 100.0.100.0 *Important security improvements. • Support for deploying all private edition services in a single namespace.
Voice Call State Service	March 28, 2022		즉	Generally Available release for Genesys 100.0.100.0 Multicloud CX private edition

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				deployments on the officially supported Kubernetes platforms.
				security improvements. • Support for deploying all private edition services in a single namespace.
Voice SIP Proxy Service	March 8, 2022	Azure	<u>주</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported 100.0.100. Kubernetes platforms.
				*Support for a new voice call rebalancing feature. • Voice SIP Proxy

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
					service now supports the reuse of TCP connections. Voice SIP Proxy now maintains a TCP connection when it receives an incorrect SIP message over the connection. Important security improvements. Support for deploying all private edition services in a single namespace.
Voice SIP Cluster Service	March 7, 2022	Azure			 Support for a new voice call rebalanci 90.0.100.00 feature. Support for customization

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				of the Designer Application Server (DAS) part of the dial- plan- moh option value.
Voice Orchestratio Service	February n22, 2022	Azure		Voice Orchestration Service now correctly processes callbacks when there is no answer at the destination.
Voice SIP Cluster Service	February 16, 2022	Azure		Updates to SIP 100.0.100.00 node.
Voice Orchestratio Service	February n16, 2022	Azure		Voice Orchestration Service now correctly sets the media type for digital interactions from Twitter and Facebook.

Service	Available	Genesys CX on	Private edition	HighlightsRelease
Voice Tenant Service	February 7, 2022		<u>2</u>	 Important security improvements. Support for deploying all private edition services in a single namespace.
Voice Voicemail Service	February 1, 2022	Azure	<u>5</u>	Generally Available release for Genesys Multicloud CX private edition deployments00.0.100.000 on the officially supported Kubernetes platforms. Support for GDPR.
Voice Orchestratio Service	January n19, 2022	Azure	<u>2</u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				supported Kubernetes platforms.
				*Voice Orchestration Service now correctly encodes the HTTP request URL
				 Important security improvements.
				Support for deploying all private edition services in a single namespace.
Voice Voicemail	December 10,		<u>학</u>	• Early Adopter Program support for Genesys Multicloud CX private edition deploym@r@.0.100.0
Service	2021			 Important security improvements Support for arbitrary UIDs in private

Service	Available	Genesys CX	on	Private edition	Highlight	:sRelease
					edition deployn on OpenSh	
Voice SIP Cluster Service	November 19, 2021	Azure			 Voice SIP Cluster Service now correctly selects an originat trunk for inbound calls. Known issue related to call supervis 	ing 100.0.100.0
Voice SIP Proxy Service	November 12, 2021	Azure		र्	100.0.100 Resolved issue.	
Voice Orchestration Service	November n12, 2021	Azure			Voice Orchestrat Service now correctly handles the HTTP 201 Created success status response.	tion 100.0.100.0
Voice Orchestration Service	October n28, 2021	Azure			100.0.100 Resolved issue.	.0027: 100.0.100.0

Service	Available	Genesys CX o	n Private edition	HighlightsRelease
Voice Tenant Service	October 21, 2021		<u> </u>	 Support for log forwarding to standard output (stdout). Support 100.0.100.0017 Persistent Volume (PV)/Persistent Volume Claim (PVC) with RWO storage.
Voice Orchestratio Service	October n11, 2021	Azure		100.0.100.0023: Resolved 100.0.100.0023 issues.
Voice SIP Cluster Service	September 27, 2021	Azure	<u>취</u>	 Resolved issue. Log 100.0.100.0014 to standard output (stdout).
Voice Agent State Service	September 22, 2021	Azure		100.0.100.0007: Resolved 100.0.100.0007 issue.
Voice SIP Cluster Service	September 22, 2021	Azure		100.0.100.0013: Resolved 100.0.100.0013 issue.
Voice Tenant Service	September 16, 2021		<u>취</u>	100.0.100.0015: • Early Adopter 100.0.100.0015

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				Program support for Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice SIP Proxy Service	September 15, 2021		<u>취</u>	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on 100.0.100.0 GKE. • Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Dial Plan	September 15,		호]	100.0.100.00050.100.0

Service	Available	Genesys CX on	Private edition	HighlightsRelease
Service	2021			 Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Call State Service	September 15, 2021		<u>2-1</u>	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on 100.0.100 GKE. • Support for arbitrary UIDs in private edition deployments on OpenShift.

Service	Available	Genesys CX on	Private edition	HighlightsRelease
Voice SIP Cluster Service	September 15, 2021	Azure		 Early Adopter Program support for Genesys Multicloud CX private edition deployments on GKE. Support for customized default Music On Hold. Support for SIP redundancy in multi- tenant environments. Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Registrar Service	September 15, 2021		<u> </u>	• Early Adopter Program support 100.0.100.00 for Genesys Multicloud CX

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				private edition deployments on GKE.
				Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Front End Service	September 15, 2021		<u>-</u>	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on 100.0.100.0 GKE. • Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Config Service	September 15, 2021		<u>취</u>	• Early Adopter 100.0.100.0 Program support for

Service	Available	Genesys CX	on	Private edition	HighlightsRelease
					Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments
					on OpenShift. 100.0.100.0002:
Voice RQ Service	September 15, 2021			쥐	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on 100.0.100.0
					Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Agent State Service	September 15, 2021			ᆁ	100.0.100.0005: • Early 100.0.100.0 Adopter

Service	Available	Genesys CX on	Private edition	HighlightsRelease
				Program support for Genesys Multicloud CX private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift.
Voice Orchestratio Service	September n15, 2021		<u> </u>	• Early Adopter Program support for Genesys Multicloud CX private edition deployments on 100.0.100. GKE. • Support for arbitrary UIDs in private edition deployments on OpenShift.

Service	Available	Genesys CX	On	Private edition	Highlight	s Release
Voice Orchestratio Service	August n19, 2021	Azure			100.0.100 Resolved issues only.	.0008: 100.0.100.0008
Voice Tenant Service	August 5, 2021			5]	100.0.100 Security improvem	100.0.100.0004
Voice RQ Service	June 30, 2021			<u>취</u>	Early Adopter Program support for Genesys Multicloud CX private edition deploymer on OpenShift.	
Voice Config Service	June 30, 2021			희	Early Adopter Program support for Genesys Multicloud CX private edition deploymer on OpenShift	
Voice Dial Plan Service	June 30, 2021			희	Early Adopter Program support for Genesys Multicloud CX private edition deploymen	9.0.000.06

Service	Available	e Gen	esys CX	on	Private edition	HighlightsReleas	se
						on OpenShift.	
Voice Tenant Service	June 30, 2021				<u>취</u>	Early Adopter Program support for Genesys Multicloud 9.0.000 CX private edition deployments on OpenShift.).35
Voice Orchestratio Service	_n June 30, 2021				희	Early Adopter Program support for Genesys Multicloud 9.0.000 CX private edition deployments on OpenShift.).16
Voice Agent State Service	June 30, 2021				ᆁ	Early Adopter Program support for Genesys Multicloud 9.0.000 CX private edition deployments on OpenShift.).10
Voice Call State Service	June 30, 2021				칠	Early Adopter 9.0.000 Program).05

Service	Available	Genesys CX o	Private edition	HighlightsRelease
				support for Genesys Multicloud CX private edition deployments on OpenShift.
Voice SIP Cluster Service	June 30, 2021		<u>Ş</u>	Early Adopter Program support for Genesys Multicloud 9.0.000.32 CX private edition deployments on OpenShift.
Voice Front End Service	June 30, 2021		<u>즉</u>	Early Adopter Program support for Genesys Multicloud 9.0.000.05 CX private edition deployments on OpenShift.
Voice SIP Proxy Service	June 30, 2021		<u>국</u>	Early Adopter Program support for Genesys Multicloud CX

Service	Available	Genesys CX	nn	ivate lition	HighlightsRelease
					private edition deployments on OpenShift.
Voice Registrar Service	June 30, 2021		<u>4</u>	1	Early Adopter Program support for Genesys Multicloud 9.0.000.12 CX private edition deployments on OpenShift.