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Genesys Multicloud CX Release Notes

Voice Microservices Release Notes

4/20/2026





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	Genesys CX on			Private edition	Highlights	Release
		AWS	Azure	GCP			
Voice SIP Cluster Service	January 12, 2024		 Azure			Resolved issue.	100.0.100.0052
Voice Voicemail Service	December 20, 2023		 Azure			Resolved issue.	100.0.100.0030
Voice Orchestration Service	December 18, 2023		 Azure			Resolved issue.	100.0.100.0081
Voice Registrar Service	October 6, 2023		 Azure			Resolved issue.	100.0.100.0031
Voice SIP Cluster Service	October 6, 2023		 Azure			Resolved issue.	100.0.100.0051
Voice Orchestration Service	October 6, 2023		 Azure			Resolved issues.	100.0.100.0079
Voice Registrar Service	July 31, 2023		 Azure			Resolved issue.	100.0.100.0029


Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice SIP Cluster Service	July 31, 2023					Resolved issue.	100.0.100.0050
Voice Orchestration Service	July 31, 2023					Resolved issues.	100.0.100.0077
Voice Agent State Service	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
Voice Orchestration Service	May 2, 2023					Resolved issue.	100.0.100.0075
Voice RQ Service	May 2, 2023					Resolved issue.	100.0.100.0018
Voice Orchestration Service	January 30, 2023					Resolved issues.	100.0.100.0072
Voice Agent State Service	September 20, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	100.0.100.0017

Service	Available	Genesys CX on			Private edition	Highlights	Release
						Third-party dependency updates.	
Voice Voicemail Service	September 20, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Third-party dependency updates.	100.0.100.0016
Voice Orchestration Service	September 20, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Resolved issue.	100.0.100.0063
Voice Call State Service	September 20, 2022					Support for Genesys Multicloud CX private edition	100.0.100.0016

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>deployments on Azure Kubernetes Service (AKS).</p> <p>Third-party dependency updates.</p>	
Voice Dial Plan Service	September 20, 2022					<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Third-party dependency updates.</p>	100.0.100.0018
Voice Config Service	September 20, 2022					<p>Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).</p> <p>Resolved issue.</p>	100.0.100.0014

Service	Available	Genesys CX on		Private edition	Highlights	Release
Voice Tenant Service	September 12, 2022		 Azure		 Important information about upgrading Tenant Service.	100.0.100.0076
Voice SIP Proxy Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0020
Voice Agent State Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0015
Voice Dial Plan Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0016
Voice Config Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0011
Voice Front End Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0010
Voice Orchestration Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0059
Voice RQ Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0011
Voice Registrar Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0021
Voice Call State Service	August 25, 2022		 Azure		 Third-party dependency updates.	100.0.100.0014

Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Voicemail Service	August 25, 2022					Third-party dependency updates.	100.0.100.0014
Voice Orchestration Service	August 17, 2022					Resolved issue.	100.0.100.0061
Voice SIP Cluster Service	August 2, 2022					<ul style="list-style-type: none"> Call monitoring subscription in SIP Server is now cleared correctly (cancellation of call monitoring is successful). In the INVITE message sent to a conference destination, the user part of the From header is now updated correctly (the Tenant ID is not added to the From header). Third-party dependency updates. 	100.0.100.0036

Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Registrar Service	July 25, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). New Helm charts and third-party dependency updates.	100.0.100.0019
Voice SIP Proxy Service	July 25, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). New Helm charts and third-party dependency updates.	100.0.100.0019
Voice Config Service	July 25, 2022					New Helm charts and third-party dependency updates.	100.0.100.0010

Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Agent State Service	July 25, 2022					New Helm charts and third-party dependency updates.	100.0.100.0013
Voice SIP Cluster Service	July 25, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). New Helm charts and third-party dependency updates.	100.0.100.0030
Voice Dial Plan Service	July 25, 2022					New Helm charts and third-party dependency updates.	100.0.100.0015
Voice RQ Service	July 25, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes	100.0.100.0010

Service	Available	Genesys CX on			Private edition	Highlights	Release
						Service (AKS). New Helm charts and third-party dependency updates.	
Voice Front End Service	July 25, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). New Helm charts and third-party dependency updates.	100.0.100.0009
Voice Call State Service	July 25, 2022					New Helm charts and third-party dependency updates.	100.0.100.0013
Voice Tenant Service	July 8, 2022					Generally Available release for Genesys Multicloud CX private edition	100.0.100.0068



Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>deployments on the officially supported Kubernetes platforms.</p> <p>*Default logging sidecars for Tenant Service now run Fluent Bit version 1.8.2.</p> <ul style="list-style-type: none"> • Updated Helm chart. • Recommendation to specify location in your Helm deployment overrides file. 	
Voice Orchestration Service	June 29, 2022					<ul style="list-style-type: none"> • When Designer Applications simultaneously execute the same _genesys.statics Data query without subscription, the query now 	100.0.100.0056

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>returns the correct result.</p> <ul style="list-style-type: none"> As of July 25, 2022, new Helm charts and third-party dependency updates for Multicloud CX private edition. 	
Voice Orchestration Service	May 24, 2022					Orchestration Service now correctly processes a Designer Application in which Early exit is enabled (RouteCall block).	100.0.100.0049
Voice Tenant Service	May 20, 2022					Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service	100.0.100.0060



Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>(AKS).</p> <p>*Logging recommendations.</p> <ul style="list-style-type: none"> Tenant provisioning information now updates correctly. Update to the Tenant Service Helm chart. 	
Voice SIP Cluster Service	April 4, 2022					<ul style="list-style-type: none"> Voice SIP Cluster service introduces a configurable user data size limit for the RequestUpdateUserData and RequestAttachUserData requests. Fixed a memory leak in SIP node. 	100.0.100.0027
Voice Orchestration Service	April 1, 2022					Improvements to Voice Orchestration Service behavior when it	100.0.100.0043

Service	Available	Genesys CX on			Private edition	Highlights	Release
						receives events related to call redirection from SIP Server.	
Voice Config Service	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 edition services in a single namespace. 	100.0.100.0008
Voice SIP Cluster Service	March 28, 2022					Generally Available release for Genesys Multicloud CX private	100.0.100.0022

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>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 edition services in a single namespace. 	
Voice RQ Service	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 	100.0.100.0008




Service	Available	Genesys CX on			Private edition	Highlights	Release
						private edition services in a single namespace.	
Voice Front End Service	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 edition services in a single namespace. 	100.0.100.0006
Voice Registrar Service	March 28, 2022					Generally Available release for Genesys Multicloud CX private edition	100.0.100.0008

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>deployments on the officially supported Kubernetes platforms.</p> <p>*Important security improvements.</p> <ul style="list-style-type: none"> • Support for deploying all private edition services in a single namespace. 	
Voice Agent State Service	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

Service	Available	Genesys CX on			Private edition	Highlights	Release
						edition services in a single namespace.	
Voice Dial Plan Service	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 edition services in a single namespace. 	100.0.100.0013
Voice Call State Service	March 28, 2022					<p>Generally Available release for Genesys Multicloud CX private edition</p>	100.0.100.0008

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>deployments on the officially supported Kubernetes platforms.</p> <p>*Important security improvements.</p> <ul style="list-style-type: none"> • Support for deploying all private edition services in a single namespace. 	
Voice SIP Proxy Service	March 8, 2022					<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>*Support for a new voice call rebalancing feature.</p> <ul style="list-style-type: none"> • Voice SIP Proxy 	100.0.100.0014

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>service now supports the reuse of TCP connections.</p> <ul style="list-style-type: none"> • 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					<ul style="list-style-type: none"> • Support for a new voice call rebalancing feature. • Support for customization 	100.0.100.0025

Service	Available	Genesys CX on			Private edition	Highlights	Release
						of the Designer Application Server (DAS) part of the dial-plan-moh option value.	
Voice Orchestration Service	February 22, 2022					Voice Orchestration Service now correctly processes callbacks when there is no answer at the destination.	100.0.100.0039
Voice SIP Cluster Service	February 16, 2022					Updates to SIP node.	100.0.100.0024
Voice Orchestration Service	February 16, 2022					Voice Orchestration Service now correctly sets the media type for digital interactions from Twitter and Facebook.	100.0.100.0038


Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Tenant Service	February 7, 2022					<ul style="list-style-type: none"> Important security improvements. Support for deploying all private edition services in a single namespace. 	100.0.100.0041
Voice Voicemail Service	February 1, 2022					<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.</p> <p>Support for GDPR.</p>	100.0.100.0009
Voice Orchestration Service	January 19, 2022					<p>Generally Available release for Genesys Multicloud CX private edition deployments on the officially</p>	100.0.100.0033

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>supported Kubernetes platforms.</p> <p>*Voice Orchestration Service now correctly encodes the HTTP request URL</p> <ul style="list-style-type: none"> • Important security improvements. • Support for deploying all private edition services in a single namespace. 	
Voice Voicemail Service	December 10, 2021					<ul style="list-style-type: none"> • Early Adopter Program support for Genesys Multicloud CX private edition deployment • Important security improvements.. • Support for arbitrary UIDs in private 	100.0.100.0008



Service	Available	Genesys CX on			Private edition	Highlights	Release
						edition deployments on OpenShift.	
Voice SIP Cluster Service	November 19, 2021					<ul style="list-style-type: none"> Voice SIP Cluster Service now correctly selects an originating trunk for inbound calls. Known issue related to call supervision. 	100.0.100.0021
Voice SIP Proxy Service	November 12, 2021					100.0.100.0010: Resolved	100.0.100.0010
Voice Orchestration Service	November 12, 2021					Voice Orchestration Service now correctly handles the HTTP 201 Created success status response.	100.0.100.0030
Voice Orchestration Service	October 28, 2021					100.0.100.0027: Resolved	100.0.100.0027

Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Tenant Service	October 21, 2021					<ul style="list-style-type: none"> Support for log forwarding to standard output (stdout). Support for Persistent Volume (PV)/Persistent Volume Claim (PVC) with RWO storage. 	100.0.100.0017
Voice Orchestration Service	October 11, 2021					100.0.100.0023: Resolved	100.0.100.0023
Voice SIP Cluster Service	September 27, 2021					<ul style="list-style-type: none"> Resolved issue. Log redirection to standard output (stdout). 	100.0.100.0014
Voice Agent State Service	September 22, 2021					100.0.100.0007: Resolved	100.0.100.0007
Voice SIP Cluster Service	September 22, 2021					100.0.100.0013: Resolved	100.0.100.0013
Voice Tenant Service	September 16, 2021					<ul style="list-style-type: none"> Early Adopter 	100.0.100.0015

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>Program support for Genesys Multicloud CX private edition deployments on GKE.</p> <ul style="list-style-type: none"> Support for arbitrary UIDs in private edition deployments on OpenShift. 	
Voice SIP Proxy Service	September 15, 2021					<p>100.0.100.0005:</p> <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
Voice Dial Plan	September 15,					<p>100.0.100.0005</p>	100.0.100.0005

Service	Available	Genesys CX on			Private edition	Highlights	Release
Service	2021					<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. 	
Voice Call State Service	September 15, 2021					<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. 	100.0.100.0004: 100.0.100.0004





Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice SIP Cluster Service	September 15, 2021					<ul style="list-style-type: none"> • 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. 	100.0.100.0012
Voice Registrar Service	September 15, 2021					<ul style="list-style-type: none"> • Early Adopter Program support for Genesys Multicloud CX 	100.0.100.0003




Service	Available	Genesys CX on			Private edition	Highlights	Release
						<ul style="list-style-type: none"> private edition deployments on GKE. Support for arbitrary UIDs in private edition deployments on OpenShift. 	
Voice Front End Service	September 15, 2021					<p>100.0.100.0004:</p> <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. 	100.0.100.0004
Voice Config Service	September 15, 2021					<p>100.0.100.0004:</p> <ul style="list-style-type: none"> Early Adopter Program support for 	100.0.100.0004


Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>Genesys Multicloud CX private edition deployments on GKE.</p> <ul style="list-style-type: none"> Support for arbitrary UIDs in private edition deployments on OpenShift. 	
Voice RQ Service	September 15, 2021					<p>100.0.100.0002:</p> <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. 	100.0.100.0002
Voice Agent State Service	September 15, 2021					<p>100.0.100.0005:</p> <ul style="list-style-type: none"> Early Adopter 	100.0.100.0005

Service	Available	Genesys CX on			Private edition	Highlights	Release
						<p>Program support for Genesys Multicloud CX private edition deployments on GKE.</p> <ul style="list-style-type: none"> Support for arbitrary UIDs in private edition deployments on OpenShift. 	
Voice Orchestration Service	September 15, 2021					<p>100.0.100.0010:</p> <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. 	100.0.100.0010

Service	Available	Genesys CX on			Private edition	Highlights	Release
Voice Orchestration Service	August 19, 2021					100.0.100.0008: Resolved issues only.	100.0.100.0008
Voice Tenant Service	August 5, 2021					100.0.100.0004: Security improvements.	100.0.100.0004
Voice RQ Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.08
Voice Config Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.07
Voice Dial Plan Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments	9.0.000.06

Service	Available	Genesys CX on			Private edition	Highlights	Release
						on OpenShift.	
Voice Tenant Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.35
Voice Orchestration Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.16
Voice Agent State Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.10
Voice Call State Service	June 30, 2021					Early Adopter Program	9.0.000.05

Service	Available	Genesys CX on			Private edition	Highlights	Release
						support for Genesys Multicloud CX private edition deployments on OpenShift.	
Voice SIP Cluster Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.32
Voice Front End Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.05
Voice SIP Proxy Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX	9.0.000.09

Service	Available	Genesys CX on			Private edition	Highlights	Release
						private edition deployments on OpenShift.	
Voice Registrar Service	June 30, 2021					Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.12