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Genesys Multicloud CX Release Notes

Helm charts and containers for Voice Microservices

4/23/2026

Find lists of which containers were updated for each service release, and when.

Related documentation:

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RSS:

- For cloud
- For private edition

Find out what has changed between releases

Because the structure for Genesys Multicloud CX helm charts and containers are consistent and standardized, you can use established third-party software to quickly generate a visual diff that provides a detailed report of changes made between each release. See this explanation on how you can use an example tool to generate a full report of changes:

- [Generating a Visual Diff for Helm Charts and Containers](#)

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice Voicemail Service	100.0.100.0016	2022-09-20	<ul style="list-style-type: none">• voice-alertrules-100.0.1000005.tgz• voice-dashboards-100.0.1000008.tgz• voice-voicemail-100.0.1000015.tgz	<ul style="list-style-type: none">• voicemail_node:100.0.1000016
Voice Dial Plan Service	100.0.100.0018	2022-09-20	<ul style="list-style-type: none">• voice-alertrules-100.0.1000005.tgz• voice-dashboards-100.0.1000008.tgz• voice-dialplan-100.0.1000007.tgz	<ul style="list-style-type: none">• dialplan_node:100.0.1000018

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice Call State Service	100.0.100.0016	2022-09-20	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000016
Voice Agent State Service	100.0.100.0017	2022-09-20	<ul style="list-style-type: none"> voice-agent-100.0.1000006.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000017
Voice Config Service	100.0.100.0014	2022-09-20	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000014
Voice Orchestration Service	100.0.100.0063	2022-09-20	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-ors-100.0.1000018.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000063
Voice Tenant Service	100.0.100.0076	2022-09-12	<ul style="list-style-type: none"> tenant-100.0.1000067.tgz tenant-monitor-100.0.1000067.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000076 tenant_pgdb_init:100.0.1000076 tenant_pulse_init:100.0.1000076
Voice Voicemail Service	100.0.100.0014	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-voicemail-100.0.1000015.tgz 	<ul style="list-style-type: none"> voicemail_node:100.0.1000014

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice RQ Service	100.0.100.0011	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-rq-100.0.1000004.tgz 	<ul style="list-style-type: none"> rq_node:100.0.1000011
Voice Call State Service	100.0.100.0014	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000014
Voice Config Service	100.0.100.0011	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000004.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000011
Voice SIP Proxy Service	100.0.100.0020	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-siproxy-100.0.1000007.tgz 	<ul style="list-style-type: none"> siproxy_node:100.0.1000020
Voice Front End Service	100.0.100.0010	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipfe-100.0.1000006.tgz 	<ul style="list-style-type: none"> sipfe_node:100.0.1000010
Voice Orchestration Service	100.0.100.0059	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000059

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
			<ul style="list-style-type: none"> voice-ors-100.0.1000018.tgz 	
Voice Agent State Service	100.0.100.0015	2022-08-25	<ul style="list-style-type: none"> voice-agent-100.0.1000006.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000015
Voice Registrar Service	100.0.100.0021	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-registrar-100.0.1000007.tgz 	<ul style="list-style-type: none"> registrar_node:100.0.1000021
Voice Dial Plan Service	100.0.100.0016	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-dialplan-100.0.1000007.tgz 	<ul style="list-style-type: none"> dialplan_node:100.0.1000016
Voice SIP Cluster Service	100.0.100.0036	2022-08-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sip-100.0.1000018.tgz 	<ul style="list-style-type: none"> sip_node:100.0.1000036
Voice Front End Service	100.0.100.0009	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipfe-100.0.1000006.tgz 	<ul style="list-style-type: none"> sipfe_node:100.0.1000009

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice Agent State Service	100.0.100.0013	2022-07-25	<ul style="list-style-type: none"> voice-agent-100.0.1000005.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000013
Voice SIP Cluster Service	100.0.100.0030	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sip-100.0.1000017.tgz 	<ul style="list-style-type: none"> sip_node:100.0.1000030
Voice Registrar Service	100.0.100.0019	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-registrar-100.0.1000007.tgz 	<ul style="list-style-type: none"> registrar_node:100.0.1000019
Voice Call State Service	100.0.100.0013	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000006.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000013
Voice RQ Service	100.0.100.0010	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-rq-100.0.1000004.tgz 	<ul style="list-style-type: none"> rq_node:100.0.1000010
Voice Config Service	100.0.100.0010	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000004.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000010

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
			<ul style="list-style-type: none"> voice-dashboards-100.0.1000008.tgz 	
Voice SIP Proxy Service	100.0.100.0019	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipproxy-100.0.1000004.tgz 	<ul style="list-style-type: none"> sipproxy_node:100.0.1000019
Voice Dial Plan Service	100.0.100.0015	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-dialplan-100.0.1000007.tgz 	<ul style="list-style-type: none"> dialplan_node:100.0.1000015
Voice Tenant Service	100.0.100.0068	2022-07-08	<ul style="list-style-type: none"> tenant-100.0.1000060.tgz tenant-monitor-100.0.1000060.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000068 tenant_pgdb_init:100.0.1000060 tenant_pulse_init:100.0.1000060
Voice Orchestration Service	100.0.100.0056	2022-07-25	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-ors-100.0.1000018.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000056
Voice Tenant Service	100.0.100.0060	2022-05-20	<ul style="list-style-type: none"> tenant-monitor-100.0.1000050.tgz tenant-100.0.1000050.tgz 	<ul style="list-style-type: none"> tenant_pulse_init:100.0.1000060 tenant_pgdb_init:100.0.1000060 tenant_node:100.0.1000060
Voice Config Service	100.0.100.0008	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-config-100.0.1000003.tgz voice- 	<ul style="list-style-type: none"> config_node:100.0.1000008

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
				dashboards-100.0.1000008.tgz
Voice Dial Plan Service	100.0.100.0013	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-dialplan-100.0.1000006.tgz 	• dialplan_node:100.0.1000013
Voice Registrar Service	100.0.100.0008	2022-03-28		• registrar_node:100.0.1000008
Voice Agent State Service	100.0.100.0010	2022-03-28	<ul style="list-style-type: none"> voice-agent-100.0.1000006.tgz voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz 	• agent_node:100.0.1000010
Voice SIP Cluster Service	100.0.100.0022	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sip-100.0.1000009.tgz 	• sip_node:100.0.1000022
Voice Front End Service	100.0.100.0006	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipfe-100.0.1000003.tgz 	• sipfe_node:100.0.1000006
Voice RQ Service	100.0.100.0008	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-rq-100.0.1000002.tgz 	• rq_node:100.0.1000008

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice Call State Service	100.0.100.0008	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-callthread-100.0.1000003.tgz voice-dashboards-100.0.1000008.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000003.tgz
Voice SIP Proxy Service	100.0.100.0014	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-sipproxy-100.0.1000003.tgz 	<ul style="list-style-type: none"> sipproxy_node:100.0.1000014.tgz
Voice Tenant Service	100.0.100.0041	2022-02-07	<ul style="list-style-type: none"> tenant-100.0.1000037.tgz tenant-monitor-100.0.1000037.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000041.tgz tenant_pgdb_init:100.0.1000041.tgz tenant_pulse_init:100.0.1000041.tgz
Voice Voicemail Service	100.0.100.0009	2022-02-01	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-voicemail-100.0.1000011.tgz 	<ul style="list-style-type: none"> voicemail_node:100.0.1000009.tgz
Voice Orchestration Service	100.0.100.0033	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-ors-100.0.1000009.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000033.tgz
Voice Voicemail Service	100.0.100.0008	2021-12-10	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-voicemail-100.0.1000010.tgz 	<ul style="list-style-type: none"> voicemail_node:100.0.1000008.tgz

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice SIP Proxy Service	100.0.100.0010	2022-03-28	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000008.tgz voice-siproxy-100.0.1000002.tgz 	<ul style="list-style-type: none"> siproxy_node:100.0.1000010
Voice Tenant Service	100.0.100.0017	2021-10-21	<ul style="list-style-type: none"> tenant-100.0.1000022.tgz tenant-monitor-100.0.1000022.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000017 tenant_pgdb_init:100.0.1000017 tenant_pulse_init:100.0.1000017
Voice SIP Cluster Service	100.0.100.0014	2021-11-12	<ul style="list-style-type: none"> voice-alertrules-100.0.1000005.tgz voice-dashboards-100.0.1000007.tgz voice-sip-100.0.1000007.tgz 	<ul style="list-style-type: none"> sip_node:100.0.1000014
Voice Tenant Service	100.0.100.0015	2021-09-16	<ul style="list-style-type: none"> tenant-100.0.1000015.tgz tenant-monitor-100.0.1000015.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000015 tenant_pgdb_init:100.0.1000015 tenant_pulse_init:100.0.1000015
Voice Agent State Service	100.0.100.0005	2021-09-15	<ul style="list-style-type: none"> voice-agent-100.0.1000001.tgz voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz 	<ul style="list-style-type: none"> agent_node:100.0.1000005
Voice SIP Cluster Service	100.0.100.0012	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-sip-100.0.1000002.tgz 	<ul style="list-style-type: none"> sip_node:100.0.1000012
Voice Registrar Service	100.0.100.0003	2021-09-15	<ul style="list-style-type: none"> voice- 	<ul style="list-style-type: none"> registrar_node:100.0.1000003

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
			<ul style="list-style-type: none"> alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-registrar-100.0.1000001.tgz 	
Voice Config Service	100.0.100.0004	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-config-100.0.1000001.tgz voice-dashboards-100.0.1000005.tgz 	<ul style="list-style-type: none"> config_node:100.0.1000004
Voice Orchestration Service	100.0.100.0010	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-ors-100.0.1000002.tgz 	<ul style="list-style-type: none"> ors_node:100.0.1000010
Voice Dial Plan Service	100.0.100.0005	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-dialplan-100.0.1000002.tgz 	<ul style="list-style-type: none"> dialplan_node:100.0.1000005
Voice Front End Service	100.0.100.0004	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-sipfe-100.0.1000001.tgz 	<ul style="list-style-type: none"> sipfe_node:100.0.1000004
Voice Call State Service	100.0.100.0004	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-callthread-100.0.1000001.tgz 	<ul style="list-style-type: none"> callthread_node:100.0.1000004

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
			<ul style="list-style-type: none"> voice-dashboards-100.0.1000005.tgz 	
Voice SIP Proxy Service	100.0.100.0005	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-sipproxy-100.0.1000001.tgz 	<ul style="list-style-type: none"> sipproxy_node:100.0.1000005
Voice RQ Service	100.0.100.0002	2021-09-15	<ul style="list-style-type: none"> voice-alertrules-100.0.1000004.tgz voice-dashboards-100.0.1000005.tgz voice-rq-100.0.1000001.tgz 	<ul style="list-style-type: none"> rq_node:100.0.1000002
Voice Tenant Service	100.0.100.0004	2021-08-05	<ul style="list-style-type: none"> tenant-100.0.1000005.tgz tenant-monitor-100.0.1000005.tgz 	<ul style="list-style-type: none"> tenant_node:100.0.1000004 tenant_pgdb_init:100.0.1000005 tenant_pulse_init:100.0.1000005
Voice Dial Plan Service	9.0.000.06	2021-06-30	<ul style="list-style-type: none"> voice-dialplan-9.0.08.tgz 	<ul style="list-style-type: none"> dialplan_node:9.0.6
Voice Tenant Service	9.0.000.35	2021-06-30	<ul style="list-style-type: none"> tenant-9.0.10.tgz tenant-monitor-9.0.10.tgz 	<ul style="list-style-type: none"> tenant_node:9.0.35 tenant_pgdb_init:9.0.35 tenant_pulse_init:9.0.35
Voice Orchestration Service	9.0.000.16	2021-06-30	<ul style="list-style-type: none"> voice-ors-9.0.08.tgz 	<ul style="list-style-type: none"> ors_node:9.0.16
Voice Registrar Service	9.0.000.12	2021-06-30	<ul style="list-style-type: none"> voice-registrar-9.0.14.tgz 	<ul style="list-style-type: none"> registrar_node:9.0.12
Voice SIP Proxy Service	9.0.000.09	2021-06-30	<ul style="list-style-type: none"> voice-sipproxy-9.0.09.tgz 	<ul style="list-style-type: none"> sipproxy_node:9.0.9

Service	Release Number	Release Date	Updated Helm Charts	Updated Containers
Voice RQ Service	9.0.000.08	2021-06-30	<ul style="list-style-type: none"> voice-rq-9.0.08.tgz 	<ul style="list-style-type: none"> rq_node:9.0.8
Voice Call State Service	9.0.000.05	2021-06-30	<ul style="list-style-type: none"> voice-callthread-9.0.12.tgz 	<ul style="list-style-type: none"> callthread_node:9.0.5
Voice Config Service	9.0.000.07	2021-06-30	<ul style="list-style-type: none"> voice-config-9.0.11.tgz 	<ul style="list-style-type: none"> config_node:9.0.7
Voice Front End Service	9.0.000.05	2021-06-30	<ul style="list-style-type: none"> voice-sipfe-9.0.06.tgz 	<ul style="list-style-type: none"> sipfe_node:9.0.5
Voice Agent State Service	9.0.000.10	2021-06-30	<ul style="list-style-type: none"> voice-agent-9.0.10.tgz 	<ul style="list-style-type: none"> agent_node:9.0.10
Voice SIP Cluster Service	9.0.000.32	2021-06-30	<ul style="list-style-type: none"> voice-sip-9.0.22.tgz 	<ul style="list-style-type: none"> sip_node:9.0.32