Genesys Multicloud CX Release Notes

Voice Orchestration Service Release Notes

5/14/2026

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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- For cloud

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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				
December 18, 2023		Azure		Resolved issue.	100.0.100.0081
October 6, 2023		Azure		Resolved issues.	100.0.100.0079
July 31, 2023		Azure		Resolved issues.	100.0.100.0077
May 2, 2023		Azure		Resolved issue.	100.0.100.0075

Available	Genesys CX on	Private edition	Highlights	Release
January 30, 2023	Azure		Resolved issues.	100.0.100.0072
September 20, 2022	Azure		Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS). Resolved issue.	100.0.100.0063
August 25, 2022	Azure		Third-party dependency updates.	100.0.100.0059
August 17, 2022	Azure		Resolved issue.	100.0.100.0061
June 29, 2022	Azure		• When Designer Applications simultaneously execute the same _genesys.statistic.s Data query without subscription, the query now returns the correct result. • As of July 25, 2022, new Helm charts and third-party dependency updates for Multicloud	100.0.100.0056

Available	Genesys CX on	Private edition	Highlights	Release
			CX private edition.	
May 24, 2022	Azure		Orchestration Service now correctly processes a Designer Application in which Early exit is enabled (**RouteCall** block).	100.0.100.0049
April 1, 2022	Azure		Improvements to Voice Orchestration Service behavior when it receives events related to call redirection from SIP Server.	100.0.100.0043
February 22, 2022	Azure		Voice Orchestration Service now correctly processes callbacks when there is no answer at the destination.	100.0.100.0039
February 16, 2022	Azure		Voice Orchestration Service now correctly sets the media type for digital	100.0.100.0038

Available	Genesys CX on	Private edition	Highlights	Release
			interactions from Twitter and Facebook.	
January 19, 2022	Azure		Generally Available release for Genesys Multicloud CX private edition deployments on the officially 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.	100.0.100.0033
November 12, 2021	Azure		Voice Orchestration Service now correctly handles the HTTP **201 Created** success status response.	100.0.100.0030

Available	Genesys CX on	Private edition	Highlights	Release
October 28, 2021	Azure		100.0.100.0027: Resolved issue.	100.0.100.0027
October 11, 2021	Azure		100.0.100.0023: Resolved issues.	100.0.100.0023
September 15, 2021		(private edition icon)	100.0.100.0010: • 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
August 19, 2021	Azure		100.0.100.0008: Resolved issues only.	100.0.100.0008
June 30, 2021		(private edition icon)	Early Adopter Program support for Genesys Multicloud CX private edition deployments on OpenShift.	9.0.000.16

December 18, 2023 Azure

Resolved Issues

- ORS now properly executes the action. Previously, under a high load, execution of the action could trigger an `error.execution` event. (VOICEMCS-5990)

October 06, 2023 ▲ Azure

Resolved Issues

- A second ORS session triggered for an interaction created by a callback session will now have a unique session ID. Previously, the second session had the same ID as the original session triggered by the callback scenario. (VOICEMCS-5799)

- Voice ORS now waits for a connection to the Config service to be established successfully before starting to process new or rebalanced interactions. Previously, after start-up, the Voice ORS node did not wait for a connection to the Config service and may fail to process new or rebalanced interactions for the first 10 seconds if connection was not established immediately. (VOICEMCS-5736)

July 31, 2023 ▲ Azure

Resolved Issues

- Previously, when a Designer application starts a consult call and then merges with main call, the Designer application may fail to proceed after the merge resulting in default routing of the call. This issue is now fixed and the merge through the Designer application works as expected. (VOICEMCS-5699)

- Previously, when executing the action with the destination type as `workbin`, the `refId` parameter was not sent in the `placeInWorkbin` request. As a result, the response message could not be matched with the request and no `interaction.redirect.done/error.interaction.redirect` events were sent to the session upon processing the response. Now, the `refId` parameter is sent in the `placeInWorkbin` request and `interaction.redirect.done/error.interaction.redirect` events are sent to the session when a response message is processed. (VOICEMCS-5697)

- When executing the action of type `vxml` or `applid`, the Voice Orchestration Service was ignoring the `application` parameter. This is now fixed and the `application` parameter is processed correctly. (VOICEMCS-5681)

- Previously, the `error.dialog.start` error may not have been published to the SCXML application when the action rejected by SIP Cluster Service due to unsupported parameters. This is now fixed. (VOICEMCS-5641)

May 02, 2023 ▲ Azure

Resolved Issues

- The `error.session.fetch` attribute's description now contains the HTTP response code message. Previously, the description contained the entire response message text. (VOICEMCS-5385)

January 30, 2023 ▲ Azure

Resolved Issues

- When `requestid` is specified in the action, it is now set to an internally generated unique string identifier to be associated with the request. Previously, the action returned an incorrect `requestid` . (VOICEMCS-5320)

- When the `timeout` attribute is specified, the action will fail if not executed within the timeout period . Previously, the action ignored the `timeout` attribute. (VOICEMCS-5305)

September 20, 2022 ▲ Azure

- 100.0.100.0063 available September 20, 2022

- Helm charts and containers

Resolved Issues

- Voice Orchestration Service now correctly executes the dialog:playsound type=music> action. There was a problem previously because the service was sending the ApplyTreatment request with an incorrect key in the TreatmentParms attribute. In addition, when the action was completed, **event dialog.start.done** was published to the session instead of **dialog.playsound.done**. Those issues have been fixed. (VOICEMCS-4918)

For private edition

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

August 25, 2022 ▲ Azure

- 100.0.100.0059 available August 25, 2022

- Helm charts and containers

For private edition

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

August 17, 2022 ▲ Azure

Resolved Issues

- Only the `consult` interaction is removed from `_genesys.ixn.interactions` when `interaction.detach.done` for a consult call interaction is published to the strategy. The detached interaction is removed from the list. Previously, when the consult call was being detached from the session, all interactions were removed from the `_genesys.ixn.interactions` list and the main call interaction. (VOICEMCS-4905)

June 29, 2022 Azure

- 100.0.100.0056 available July 25, 2022

- Helm charts and containers

Resolved Issues

- Previously when Designer Applications simultaneously executed the same `_genesys.statistic.sData` query without subscription, ORS would sometimes return 0 for one of the `_genesys.statistic.sData` requests. This no longer happens; now the `genesys.statistic.sData` query returns the correct result. (VOICEMCS-4602)

For private edition

- As of July 25, 2022, this release includes:

  - An updated container and new versions of the Helm charts.

  - Third-party dependency updates to maintain security and reliability. (VOICEMCS-3564)

May 24, 2022 Azure

Resolved Issues

- Voice Orchestration Service now correctly processes a Designer Application in which `Early exit` is enabled in the **RouteCall** block and no agents are logged in. Previously, the Designer Application terminated with a final disposition of `System Error`. (VOICEMCS-4461)

April 01, 2022 Azure

Resolved Issues

- When Voice Orchestration Service receives events related to call redirection from SIP Server, it now terminates an existing live session, which enables Universal Routing Server (URS) to handle call redirection in a consistent fashion. This scenario is triggered when SIP Server performs default routing. Previously in the case of default routing, the Orchestration Service session continued to run when the URS session started. (VOICEMCS-4067)

February 22, 2022 ▲ Azure

Resolved Issues

- Voice Orchestration Service now publishes to the session events correctly when it executes the action and there is no answer at the destination. Previously, incorrect `interaction.notcontrolled` and `interaction.deleted` events were sometimes published for the "No Answer" scenario. (VOICEMCS-3818)

February 16, 2022 ▲ Azure

Resolved Issues

- Voice Orchestration Service now correctly sets the media type for digital interactions from Twitter and Facebook. Previously, the media type was empty, which caused an exception in the strategy and the premature termination of the session. (VOICEMCS-3794)

January 19, 2022 ▲ Azure

- 100.0.100.0033 available March 28, 2022

- Helm charts and containers

Security Fixes

- This release includes important security upgrades made to third-party software. (GCLOUD-18868)

Resolved Issues

- Orchestration Service now correctly encodes the HTTP request URL when executing the action `session:fetch` with params containing special symbols such as the plus symbol (+). Previously, in some cases, the special symbols were not encoded properly to comply with HTTP specifications. (VOICEMCS-3581)

For private edition

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

- Support for deploying the Voice Front End Service in a single namespace with other private edition services has been implemented. To deploy the Voice Front End Service in a single namespace, override the **namespace** parameter in the Front End Service Helm chart **values.yaml** file:

```
1  deployment:
2     namespace: voice
```
(VOICEMCS-2912)

November 12, 2021 ▲Azure

Resolved Issues

- Voice Orchestration Service now correctly handles the HTTP **201 Created** success status response during the action. Previously, this response was triggered the **error.session.fetch** event. (VOICEMCS-3296)

October 28, 2021 ▲Azure

Resolved Issues

- Voice Orchestration Service can now retrieve the password from the **password** option of the transaction list configuration object. Previously, the Designer Application did not retrieve the password from the transaction list object. (VOICEMCS-2951)

October 11, 2021 ▲Azure

Resolved Issues

- The Voice Orchestration Service no longer restarts unexpectedly when an SCXML session is terminated because of the "*Too many pending events for session*" condition. (VOICEMCS-2891)

- The Voice Orchestration Service now starts the second session as soon as an EventRouteRequest message for the second Designer application arrives and the first session is detached from the first Designer application. (VOICEMCS-3107)

September 15, 2021

- 100.0.100.0010 available September 15, 2021

- Helm charts and containers

For private edition

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

- As of October 29, 2021, Voice Orchestration Service supports deployments on Google Kubernetes Engine (GKE) in Genesys Multicloud CX private edition, as part of the Early Adopter Program. (CPE-1983)

August 19, 2021 ▲ Azure

Resolved Issues

- The **interactionid** attribute is now included in **interaction.terminate.done** events. (VOICEMCS-2696)

- When MCP returns the content of the variables to the SCXML session through an HTTP POST request and the content length of the request exceeds 100 KB, the Voice Orchestration Service no longer responds with an HTTP 413 error code because of the internal limit in the body-parser component. The content length limit is now increased to 1 MB. (VOICEMCS-2660)

June 30, 2021

- 9.0.000.16 available June 30, 2021

- Helm charts and containers

For private edition

- Starting with this release, Voice Orchestration 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:**