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Genesys Multicloud CX Release Notes

Voice RQ Service Release Notes

7/13/2025

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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				
May 2, 2023				Resolved issue.	100.0.100.0018
August 25, 2022				Third-party dependency updates.	100.0.100.0011
July 25, 2022				Support for Genesys Multicloud CX private edition deployments on Azure	100.0.100.0010

Available	Genesys CX on		Private edition	Highlights	Release
				<p>Kubernetes Service (AKS).</p> <p>New Helm charts and third-party dependency updates.</p>	
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
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. 	100.0.100.0002


Available	Genesys CX on		Private edition	Highlights	Release
				<ul style="list-style-type: none"> 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.	9.0.000.08

May 02, 2023  Azure

Resolved Issues

- Scaling down of the RQ Node service will no longer trigger default routing of calls. Restarting other services using the *rq-client* library is not required, and metrics for already deleted *rq-node* pods after a scale down are also deleted. (VOICEMCS-5446)

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.
 - Helm chart upgrades compatible for Kubernetes version 1.22 and Consul version 1.10.
 - Third-party dependency updates to maintain security and reliability. (VOICEMCS-3564)
- Voice RQ Service supports deployments on Azure Kubernetes Service (AKS) in Genesys Multicloud CX private edition. (CPE-3613)

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. (GCLLOUD-18868)

For private edition

- As of July 13, 2022, Voice RQ Service is Generally Available for deployment in Genesys Multicloud CX private edition on the officially supported by Genesys.
- Support for deploying the Voice RQ Service in a single namespace with other private edition services has been implemented. To deploy the Voice RQ Service in a single namespace, override the **namespace** parameter in the RQ Service Helm chart **values.yaml** file:

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

(VOICEMCS-2912)

September 15, 2021 



- 100.0.100.0002 available September 15, 2021
- Helm charts and containers

For private edition

- Voice RQ 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 UID. For more information, see [.](#)
 - Voice RQ 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 RQ Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice RQ Service so that you use arbitrary UIDs. (VOICEMCS-2614)
More info:
- As of October 29, 2021, Voice RQ 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 



- 9.0.000.08 available June 30, 2021
- Helm charts and containers

For private edition

- Starting with this release, Voice RQ 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: