

# **GENESYS**

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# Genesys Multicloud CX Release Notes

Voice Voicemail Service Release Notes

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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				
December 20, 2023		Azure		Resolved issue.	100.0.100.0030
September 20, 2022		Azure	<u>취</u>	Support for Genesys Multicloud CX private edition deployments on Azure Kubernetes Service (AKS).	100.0.100.0016

Available	e Genesy	s CX on	Private edition	Highlights	Release
				Third-party dependency updates.	
August 25, 2022		Azure	э	Third-party dependency updates.	100.0.100.0014
February 1, 2022		Azure	<u></u>	Generally Available release for Genesys Multicloud CX private edition deployments on the officially supported Kubernetes platforms.  Support for GDPR.	100.0.100.0009
December 10, 2021				<ul> <li>Early         Adopter         Program         support for         Genesys         Multicloud         CX private         edition         deployments.</li> <li>Important         security         improvement</li> <li>Support for         arbitrary         UIDs in         private         edition         deployments         on         OpenShift.</li> </ul>	100.0.100.0008

# December 20, 2023 Azure

#### Resolved Issues

 Voicemail access of a mailbox with locale set to fr no longer fails while accessing voicemail message submitted by a caller number which is greater than or equal to 5 characters in length. Previously, such scenarios caused a pod crash. (VOICEMCS-5887)



100.0.100.0016 available September 20, 2022

· Helm charts and containers

#### What's New

· Third-party dependency updates to maintain security and reliability. (VOICEMCS-4947)

#### For private edition

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



100.0.100.0014 available August 25, 2022

· Helm charts and containers

#### For private edition

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



100.0.100.0009 available February 01, 2022

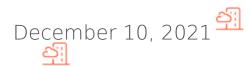
· Helm charts and containers

#### What's New

 Support for General Data Protection Regulation (GDPR). If you need to update, view, or delete any data that might be affected by GDPR controls, contact Genesys Professional Services for assistance. (VOICEMCS-825)

#### For private edition

- As of July 13, 2022, Voice Voicemail Service is Generally Available for deployment in Genesys Multicloud CX private edition on the
  officially supported by Genesys.
- An external library reference issue has been fixed. (VOICEMCS-3488)



100.0.100.0008 available December 10, 2021

· Helm charts and containers

### Security Fixes

This release includes important security upgrades made to third-party software. (GCLOUD-18874)

#### For private edition

- Starting with this release, Voice Voicemail Service is available for select customers in Genesys Multicloud CX private edition, as part of the Early Adopter Program.
- Voice Voicemail 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.
  - Voice Voicemail 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 Voicemail Service using the **genesys-restricted** SCC, Genesys recommends that you redeploy Voice Voicemail Service so that you use arbitrary UIDs. (VOICEMCS-2614)