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Genesys Multicloud CX Release Notes

Voice Voicemail Service Release Notes

9/7/2025

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


Available	Genesys CX on		Private edition	Highlights	Release
				Third-party dependency updates.	
August 25, 2022				Third-party dependency updates.	100.0.100.0014
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
December 10, 2021				<ul style="list-style-type: none"> • Early Adopter Program support for Genesys Multicloud CX private edition deployments. • Important security improvements.. • Support for arbitrary UIDs in private edition deployments on OpenShift. 	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)

September 20, 2022  Azure 

-  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)


August 25, 2022  Azure 

-  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)

February 01, 2022  Azure 

-  100.0.100.0009 available February 01, 2022


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- 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)

December 10, 2021 



- 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. (GCLLOUD-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)