Genesys Multicloud CX Release Management and Communications

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- Administrator

Genesys Multicloud CX is an enterprise-grade, global Contact Center as a Service (CCaaS) offering that empowers unique customer experiences. As a Genesys Multicloud CX customer, you can expect to receive communications about new releases, changes, and upgrades as summarized in this article.

Genesys Multicloud CX is an enterprise-grade, global Contact Center as a Service (CCaaS) offering that enables the largest, most prominent national and international brands to create differentiating, unique customer experiences. Built on the best-of-suite open platform principles, Genesys Multicloud CX offers enterprises the flexibility and control unmatched by mid-market all-in-one cloud solutions.

All elements of the offering, from core services to user interfaces to APIs, are developed and deployed using a Continuous Integration / Continuous Delivery model. With this model, new features and capabilities, as well as security and resiliency enhancements, are regularly applied to the cloud deployment in a seamless fashion.

For compatibility with the rigorous, enterprise-grade change management practices used by Genesys customers, Genesys Multicloud CX services and components are versioned.

Genesys provides various communications regarding Genesys Multicloud CX releases and changes:

- **Genesys Multicloud CX Release Notes** announce new and enhanced features and fixes. Release Notes can be viewed directly at the Genesys Resource Center; see the Release Notes portal.

- **Genesys Customer Success Managers** proactively communicate major software changes and upgrades – such as those aimed at improving the cloud user experience or enhancing customer-specific customizations and integrations – so that they can be evaluated and deployed in close coordination with Genesys Multicloud CX customers.

- **Genesys Multicloud CX feature deprecations**, including announcement and deprecation dates, are documented at the Genesys Resource Center; see Feature Deprecations.