



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX Release Management and Communications

7/22/2025

-
- 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.