GENESYS™

Other eServices Information

Release Note: Genesys Hub

12/19/2025

Contents

Release Note: Genesys Hub

> ## Important
>
> - In release 9.0, Genesys Engage cloud for Social has been renamed to Genesys Hub.
>
> - When signing up for Hub, you must use an email ID that reflects your organization's domain instead of email addresses such as Gmail and Yahoo Mail which are considered as personal accounts. Existing users can update the email ID by accessing the **My Profile** page in Hub. If your Hub account is locked due to an invalid email address, contact Genesys Customer Care for activating your account again.

- June 21, 2025 (9.0.021.00)
- March 24,2025 (9.0.019.02)
- May 20, 2024 (9.0.016.01)
- February 19, 2024 (9.0.015.00)
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- March 30, 2018 (9.0.002.03)
- March 27, 2018 (9.0.002.02)
- March 19, 2018 (9.0.001.12)
- February 21, 2018 (9.0.001.11)

- February 12, 2018 (9.0.001.08)
- January 18, 2018 (9.0.001.05)
- December 22, 2017 (9.0.001.02)

- Genesys Engage cloud for Social releases - September 22, 2017 (8.5.405.07), and earlier releases
- Known Issues

June 21, 2025 (9.0.021.00)

What's New

- This release provides updates to backend and UI. Starting July 1 2025, WhatsApp switches to per message pricing. Starting with this version Genesys Hub's WABA Billing report contains information on per conversation basis for periods prior to July 1 2025 (message column will be equal to 0) and on per message basis for periods prior starting at July 1 2025 or later (conversation column will be equal to 0). (HUB-3757)

Resolved Issues

- This release does not contain any resolved issues.

March 24, 2025 (9.0.019.02)

What's New

- This release provides updates starting from this version. Genesys Hub supports receiving long (longer than 280 characters) tweets by keyword or mention. There is the known Twitter(x.com) limitation, due to which long tweets with a keyword not within the first 280 characters can't be consumed by Genesys HUB. (HUB-3644)

Resolved Issues

- This release does not contain any resolved issues.

May 20, 2024 (9.0.016.01)

What's New

- This release provides updates to backend services, including a migration to Twitter/X API v2. As noted in our previous communication, Twitter is updating its rate limiting policies for all API endpoints, including outbound direct messages. The new API v2 limits are as follows:
  - Must not exceed 1,000 outbound messages in a 24-hour period.
  - Must not exceed 200 outbound messages in a 15-minute period.

    If these limits are exceeded, Genesys Hub generates an error message which is recorded in the DMS logs. Agents will see a **Failed to send** message in the **My History** section of the Agent Desktop.

    (HUB-3286)

{{NoteFormat| For more information about Twitter/X API v2, refer to https://developer.x.com/en/docs/twitter-api/migrate/whats-new. No other action is required for this release from the customer's end.

Resolved Issues

- This release does not contain any resolved issues.

February 19, 2024 (9.0.015.00)

What's New

- This release includes security, compatibility and performance improvements.
- You can register for the WhatsApp Business Platform directly from the Genesys Hub application. This significantly accelerates your onboarding process by including all steps in a single flow. You can see your WhatsApp Business Account (WABA) in your Business Manager. The new embedded signup feature allows you to:
  - Create and own your WhatsApp Business Accounts within your company's Business Manager. You will share access to the WhatsApp Business Account with Genesys.
  - Complete verification directly within the embedded signup instead of completing it manually.
  - Add and manage WhatsApp templates and phone numbers and manage billing based on the agreed pricing.

Important

> To enroll new accounts or migrate existing accounts, email Engage WhatsApp Requests (engage.whatsapp.requests@genesys.com)

(HUB-3089)

Resolved Issues

- The random permission errors no longer appear when sending Apple Business Chat messages. (HUB-3116)
- The duplicate comments caused by Facebook API errors is resolved. (HUB-2880)

December 04, 2023 (9.0.014.00)

What's New

- This release includes security and performance improvements.

Resolved Issues

- This release does not contain any resolved issues.

November 07, 2023 (9.0.013.09)

What's New

- Due to Twitter's deprecation of the following v1.1 APIs, the Genesys Twitter solution replaced them with related v2 APIs:
    - /1.1/statuses/destroy
    - /1.1/statuses/update
    - /1.1/statuses/show
    - /1.1/statuses/lookup
    - /1.1/statuses/retweet

- /1.1/statuses/unretweet

As part of this replacement, when a tweet is retweeted, the agent desktop will simply display "**[retweeted]**" instead of displaying the full text of the retweeted content. (HUB-2925)

Resolved Issues

- An issue where a lengthy Facebook private message was not sent is now fixed. (SMD-7547)

October 09, 2023 (9.0.013.08)

What's New

- This release includes security and performance improvements.

Resolved Issues

- This release does not contain any resolved issues.

October 02, 2023

What's New

- All WhatsApp channels are upgraded to use WhatsApp API v2.49.3.

Resolved Issues

- With the WhatsApp API updated to v2.49.3, captions are now supported when a customer sends a PDF document to a WhatsApp business phone number. Previously, a caption with the file name was automatically included in the message, but those captions were not supported by WhatsApp and the API returned a non-specific error message. (NEXUS-11068)

September 20, 2023 (9.0.013.07)

What's New

- Due to Twitter's deprecation of the v1.1 API search endpoint (`1.1/search/tweets.json`), the Genesys Twitter solution now uses the replacement v2 API **recent** search endpoint (`2/tweets/search/recent`). (Hub-2900)

As part of this replacement, you'll experience the following changes in search:

Keywords and Exclusions

- Certain Twitter keyword inclusions and exclusions specified in the Genesys Hub might not be accepted by the Twitter v2 API. For example, "##" or "@@".

- Genesys Hub will remove those invalid keywords to prevent return errors from the Twitter API. However, Genesys Hub will not automatically remove keywords from configuration.

- To validate your keywords, navigate to each of your Twitter Service Channel configuration pages in the Genesys Hub, and click **Update**. If there are invalid keywords in your list, you'll be prompted with an error message from Genesys Hub to fix them.

Removed Languages

- Twitter removed support for certain languages in the v2 API. Genesys Hub will remove those unsupported languages to prevent return errors from the Twitter API. However, Genesys Hub will not automatically remove them from configuration.

- Impacted languages as follows:

  - Croatian (hr) – no automatic replacement.

  - Filipino (fil) – automatically replaced by 'tl'. You can choose Filipino (Tagalog) in next channel update.

  - Galician (gl) – no automatic replacement. You can use Portuguese or Spanish.

  - Irish (ga) – no automatic replacement.

  - Malay (msa) - no automatic replacement. You can use Indonesian.

  - Slovak (sk) - no automatic replacement. Twitter detects tweets in Slovak as Swedish (sv).

Supported Languages

Languages supported by the Twitter v2 API and available for selection in the Genesys Hub are: Amharic, Arabic, Armenian, Basque, Bengali, Bulgarian, Burmese, Catalan, Central Khmer, Chinese, Czech, Danish, Divehi, Dutch, English, Estonian, Filipino (Tagalog), Finnish, French, Georgian, German, Greek Modern, Gujarati, Haitian, Hebrew, Hindi, Hungarian, Icelandic, Indonesian, Italian, Japanese, Kannada, Korean, Lao, Latvian, Lithuanian, Malayalam, Marathi, Nepali, Norwegian, Oriya, Panjabi, Persian, Polish, Portuguese, Pushto, Romanian, Russian, Serbian, Sindhi, Sinhala, Slovenian, Spanish, Swedish, Tamil, Telugu, Thai, Tibetan, Turkish, Uighur, Ukrainian, Urdu, Vietnamese, and Welsh.

Resolved Issues

This release does not contain any resolved issues.

September 06, 2023 (9.0.013.06)

What's New

- This release includes security and performance improvements.

Resolved Issues

This release does not contain any resolved issues.

June 12, 2023 (9.0.013.05)

What's New

- The **WABA Billing** report available from Genesys Hub for WhatsApp channels now includes a new column that indicates the **Category** of the conversation for any conversation as of June 1, 2023. After this date, the **Direction** field will show as *Unknown*, as this is no longer used. This change aligns with WhatsApp's updated pricing model for message templates and conversations, which can be found at the WhatsApp Business Platform conversation-based pricing page. (HUB-2667)

Resolved Issues

- An issue that caused Genesys Hub to receive old Facebook comments has been fixed. Now, only the latest comment details are delivered to the agent as a single interaction. Previously, if a customer commented on a Facebook post and there was an older comment as well, the agent received an interaction for both the new comment and the old comment. (HUB-2784)
- An issue that led to WhatsApp channel rejection during phone number migration is fixed. (HUB-2757)

May 11, 2023 (9.0.013.04)

What's New

- You can now reauthorize a Twitter or Facebook account channel without having to log out first to prevent

any service interruption. Additionally, you will receive an email notification when a Twitter or Facebook channel gets automatically suspended by Genesys Hub. (HUB-2717, HUB-2752)

- This release also includes security and performance improvements.

Resolved Issues

- The password reset link is now sent to all newly added users. (HUB-2681)

- Genesys Hub will continue polling public Tweets after receiving any connection timeout errors from Twitter. Previously, Genesys Hub would stop polling public Tweets in this scenario. (HUB-2701)

March 10, 2023 (9.0.013.03)

What's New

- Changes have been made as a result of Twitter's deprecation of the v1.1 streaming statuses/filter API endpoint as of March 9, 2023. The replacement endpoint uses a polling solution, which may add latency to the delivery of Twitter messages. For more information, please see the deprecation announcement on the Twitter Developer Forum.

Resolved Issues

This release does not contain any resolved issues.

February 22, 2023 (9.0.013.02)

What's New

- This release includes security and performance improvements.

Resolved Issues

- Tweets containing user @mentions are no longer rate-limited. (HUB-2624)

December 07, 2022 (9.0.012.07)

What's New

- This release includes security and performance improvements.

Resolved Issues

- Agents are now able to unhide unsolicited Facebook posts. Previously, an error message was displayed. (HUB-2550)

- An issue that prevented comments made on Facebook posts from being delivered to Genesys Hub has been fixed. Previously, Genesys occasionally received a different ID from Facebook when fetching a post by ID which prevented it from being delivered. (HUB-2582)

July 19, 2022 (9.0.012.06)

What's New

- This release includes security and performance improvements.

May 23, 2022 (9.0.012.05)

Resolved Issues

- The HTTP 432 error that occurred when loading a Twitter video attachment is fixed. (HUB-2449)

- Hub now correctly processes an agent response containing a link to the Twitter user profile and posts it as a reply. Previously, Hub posted a new Tweet instead of sending the response as a Twitter reply. (HUB-2465)

March 30, 2022 (9.0.012.04)

What's New

- A new check box, **Use the specified handles as keywords**, is added to the Twitter channel

configuration page in Hub. It allows administrators to configure whether a Tweet is routed to an agent or not if the Tweet contains both the brand's handle and an exclusion keyword.
By default, the check box is selected, and the Tweets are not routed to agents. Administrators can clear it to allow Tweets to be routed if they contain handles as well as exclusion keywords. (HUB-2430)

March 02, 2022 (9.0.012.03)

What's New

- Hub now prioritizes regular Twitter messages over compliance events during the queue fetch process. (HUB-2368)

- Hub now allows users to set keyword exclusions and pair exclusions in the Twitter channel configuration. (HUB-2333)

- WhatsApp billing analytics is available for customers with WhatsApp Business Accounts (WABA) managed by or shared with Genesys. Administrators can click **WABA Billing** on the WhatsApp channel page to view conversation analytics for the configured WABA. (HUB-2309)

Resolved Issues

- An issue that prevented Hub from fetching Twitter attachment metadata is fixed. (HUB-2382)

- Hub now supports some ranges of Machine-to-Machine (M2M) mobile numbers such as 097-numbers (Netherlands) to be configured in WhatsApp channels. (HUB-2360)

- Users are now required to enter the current password while setting a new password. (HUB-2313)

December 14, 2021 (9.0.012.02)

What's New

- Hub can be configured to receive compliance events via the Twitter queue fetch process. A new option, **Queue Message Type**, is added to the Twitter channel page to enable or disable this feature. Additionally, you can use this option to opt for receiving public or private messages. (HUB-2287)

- Stickers in Facebook private messages can now be recovered using the manual recovery process. (HUB-2258)

Resolved Issues

- After the successful completion of an authorization or a logout activity, the Hub UI now automatically closes the corresponding pop-up window. (HUB-2311)

October 27, 2021 (9.0.012.01)

What's New

- Hub now supports WhatsApp phone number migration. This feature allows businesses to migrate from one phone number to another using the WhatsApp Business API. (HUB-2231)

September 21, 2021 (9.0.012.00)

What's New

- Hub now supports click-to-Messenger ads during Facebook interactions. Additionally, Hub provides the option, **Queue Message Types**, in the **Update Channel** page that allows you to limit Facebook interactions to either public messages only or private messages only. (HUB-2213)

Resolved Issues

- Hub now sets the can_hide flag correctly for Facebook comments. Previously at times, an error occurred when an agent hid a comment. (HUB-2214)
- Hub now displays the original error message that is sent by Facebook on the **Update Channel** page instead of a general error message such as **System error**. (HUB-2204)
- User account related events such as create user, update user, delete user, and password change are now included in the Account audit log. (HUB-2175)

July 20, 2021 (9.0.011.06)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue in handling error responses when calling the Twitter API is fixed. As a result, the number of occurrences of the 504 timeout error is reduced. (HUB-2151)
- Tweets of the same type sent in a sequence are now grouped correctly even if the tweets overlap the grouping timeouts. (HUB-2143)

- After deleting a previous Tweet, agents can now send the Tweet again with the same text. (HUB-2081)

- Guest usernames from the Facebook Messenger Chat Plugin are now the same as they appear in the Facebook Messenger UI. (HUB-2023)

- Hub now provides basic support for the Facebook's Handover Protocol. This feature allows processing of standby messaging webhooks when the Handover Protocol is enabled for a Facebook page. (HUB-2018)

April 22, 2021 (9.0.011.05)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue that prevented users from viewing some fields on the **WABA Details** page in Hub is fixed. (HUB-2103)

April 15, 2021 (9.0.011.04)

What's New

This release includes only resolved issues.

Resolved Issues

- The `twitter_handle`, `facebook_handle_id`, and `facebook_screen_name` attributes are now returned in response to requests from the HUB Channels API. (HUB-2090)

March 31, 2021 (9.0.011.03)

What's New

- Users can now configure Twitter channels to allow Tweets in all languages. (HUB-1361)

- Internal Facebook clients are upgraded to use Facebook Graph API 9.0. (HUB-1887)

Resolved Issues

- An issue that prevented Hub from sending Tweets with images is fixed. (HUB-2042)

- When a Facebook post or comment is hidden or shown, the post or comment is no longer processed as a new interaction. (HUB-2016)

- Users can no longer delete an account without deactivating its channels. (HUB-1939)

- Users with the STAFF role are provided with the required access controls. Previously, some of the access controls were not working as expected. (HUB-1904)

- Hub now implements a more secure password hashing algorithm. (HUB-2002)

December 22, 2020 (9.0.011.02)

What's New

This release includes only resolved issues.

Resolved Issues

- Improvements have been made to the Queue API in processing posts waiting for recovery. (HUB-1930)

- Hub now processes attachments in Facebook Private Messages correctly when Facebook does not send the messages in webhooks. (HUB-1909)

November 20, 2020 (9.0.011.01)

What's New

- Agents can now send media attachments in outbound private messages on Twitter. The attachment's size must be less than 500 KB. The supported file types are JPEG, PNG, and GIF. (HUB-1875)

> ### Important
> Genesys Cloud API Driver for Twitter 9.0.011.27 or later is required for this feature.

- The Facebook Connector now has an improved response time for webhook requests. (HUB-1842, HUB-1862)

Resolved Issues

- An issue that caused the application worker to restart during a conversation recovery is fixed. (HUB-1844)

- A workaround has been implemented to handle the code `1, subcode null` error that sometimes occurred during a manual recovery. (HUB-1871)

- An issue in the Queue API that caused a `batch_token` response to return with no post data is fixed. (HUB-1884)

- Hub now has an improved communication with attachment storage to prevent overload issues that may occur when attempting to retrieve attachments. (HUB-1753)

October 01, 2020 (9.0.010.07)

What's New

This release includes only resolved issues.

Resolved Issues

- The following issues have been resolved:

    - The Facebook Connector now has an improved error handling mechanism. As a result, an issue that caused removal of Facebook account pages is fixed.

    - Administrators can now start a new recovery if the previous manual recovery ended with an unexpected error. Previously in this scenario, the HUB UI did not allow starting a new recovery.

    (HUB-1815)

July 30, 2020 (9.0.010.06)

What's New

This release includes only resolved issues.

Resolved Issues

- Hub now has an improved communication with attachment storage to prevent overload issues that may occur when attempting to retrieve attachments. (HUB-1753)

May 18, 2020 (9.0.010.05)

What's New

- Hub is now updated to reflect the recent depreciation of endpoints by Facebook. (HUB-1703)

April 07, 2020 (9.0.010.03)

What's New

- When an agent sends a message through Facebook Messenger, the message is now marked with the **Human Agent** tag. This new feature allows an agent to respond to a brand's user outside of the standard 24-hour response window. (HUB-1548, HUB-1609)
- Hub now supports processing of Facebook posts containing album images. (HUB-1589)

Resolved Issues

- An issue that prevented agents from replying to direct messages in Twitter is fixed. (SMD-6357)
- Hub now places Twitter Retweets in different groups when processing multiple Retweets from the same user. (HUB-1617)

January 09, 2020 (9.0.009.03)

What's New

- The following connectors in Hub now have enhanced security:
  - Twitter Connector
  - Facebook Connector
  - PSP Connector

  (HUB-1471, HUB-1472, HUB-1480)

Resolved Issues

- The Facebook Connector now includes the **payload** field in Quick Reply type responses. (HUB-1491)

November 22, 2019 (9.0.009.02)

What's New

- In the **Profile Settings** page of the WhatsApp channels, the **Business Settings** field is now displayed as a drop-down field with a predefined set of business verticals. For more information on the WhatsApp business verticals, see https://developers.facebook.com/docs/whatsapp/api/settings/business-profile#verticals . (HUB-1348)

Resolved Issues

- An issue that caused some Facebook comments to be attached and displayed with incorrect Facebook posts on Agent Desktop, is now fixed. (HUB-1374)

October 09, 2019 (9.0.008.02)

What's New

- During the signup process, users can now renew the confirmation link and receive it again if the previous confirmation link expires. (HUB-1293)

- When a WhatsApp channel reaches the REGISTERED stage, the channel remains as REGISTERED for a maximum of two weeks until activated or rejected. After this period, users must initiate the channel registering process again. (HUB-1308)

- Hub now displays a quality indicator for WhatsApp channels on the **Update Channel** page. (HUB-1197)

August 21, 2019 (9.0.008.01)

What's New

- The following validations have been added for naming a WhatsApp channel, to comply with WhatsApp naming conventions:

  - Channel name must not contain any extra spaces between words.

  - Channel name must exclude the word whatsapp.

  - Channel name must have a minimum of three characters.

  (HUB-1195)

- The **Base URL** field has been added to the WhatsApp channel configuration page to display the channel endpoint URL. It is visible only when the channel is activated. (HUB-1208)

- The **RPC cache timeout** field has been added to the WhatsApp channel configuration page. This is to set a timeout for caching messages that agents might send repeatedly over a period of time. For example, if you enter 3600 (3600 seconds or one hour) in this field and the driver sends the same message repeatedly, Hub will not forward the message from the agent more than once in a duration of 3600 seconds (one hour). The value 0 disables the timeout. (HUB-1251)

Resolved Issues

- An issue that redirected a user to the login page from the Hub Signup page after a period of inactivity, is now fixed. (HUB-1253)

July 10, 2019 (9.0.007.08)

What's New

- Support for Java 11 by the Facebook, Twitter, and Apple Business Chat connectors. (HUB-1164, HUB-1165, HUB-1166)
- A **Copy** button is added to the **Notification Emails** field of WhatsApp channel configuration page allowing users to copy all the email IDs in a comma-separated format. (HUB-1171)
- Improved security of the password reset feature. (HUB-1107, HUB-956, HUB-957)
- Improved session security of Hub user login sessions. (HUB-953)
- Improved WhatsApp channel UI to provide better usability. (HUB-1163)
- Improved Hub queue fetch processing logic to avoid timeout issues. (HUB-1152)

June 04, 2019 (9.0.007.06)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue that impacted the performance of Hub during high inbound data is fixed. (HUB-1159)

May 31, 2019 (9.0.007.05)

What's New

- The following improvements have been made to the WhatsApp Business Account (WABA) section of WhatsApp channels:

  - Users can now add partner details to the **WABA Details** section. (HUB-1098)

  - Users can now reuse WABA and partner details from an existing WhatsApp channel for another WhatsApp channel. To use this feature, users must configure both channels under the same Hub account. (HUB-1099, HUB-1100)

  - Users can select a company representative under the **WABA Details** section. (HUB-1096)

- The following improvement have been made to the **Business Settings** section of WhatsApp channels:

  - A new field, **Profile About** is added for users to enter a description about their business profile.

  - All fields except the **Profile About** field are not mandatory.

  - The **Business Website** and **Additional Business Website** fields no longer need to be started with `http(s)://` . (HUB-1110)

May 21, 2019 (9.0.007.04)

What's New

- Users can now add the contact person's email address while initiating the WhatsApp channel activation process. (HUB-1048)

May 03, 2019 (9.0.007.03)

What's New

- A new stage, VERIFIED, is added to the WhatsApp channel activation process. Once the initial validity has been checked, Genesys will set the channel state to VERIFIED. After Genesys completes the full review, users will receive an email indicating whether their request was approved. (HUB-1061)

Resolved Issues

- An issue with postback responses for Facebook messages for high-MPS (messages per second) Facebook pages, is now fixed. (HUB-1117)

- Removed some sensitive information such as PII (Personal Identifiable Information) from Hub URLs to enhance security. (HUB-955)

April 23, 2019 (9.0.007.01)

What's New

- Users can add or update business properties in a WhatsApp channel when the channel is in **Activated** status. (HUB-1018)
- Users can now enable **Production mode** for a WhatsApp channel only when the channel is in **Activated** status. (HUB-1046)
- A confirmation message is now displayed when a user clicks **Initiate** on the WhatsApp channel page. (HUB-1047)

Resolved Issues

- Agents no longer receive duplicate interactions when users add comments to old Facebook posts. (HUB-1102)
- The **Recovery type** drop-down list now retains the value of the last recovery after a Facebook recovery is completed or the page is reloaded. (HUB-1012)
- Some issues related to the **Hide Post** and **Unhide Post** options for Facebook interactions are fixed. (HUB-1075)

March 29, 2019 (9.0.006.03)

What's New

- Genesys Hub now supports WhatsApp channel configuration. For more information on setting up a WhatsApp channel in Hub, see Creating a WhatsApp Channel.
- Twitter account handles are highlighted in the `Twitter: Service` channel configuration.
- Hub UI is reworked to improve usability by rearranging existing features and adding the following features:
  - A new column, **Production**, is added to the **My Channels** page. This column indicates whether the channel is in production mode or not.
  - A new column, **Posts**, is added to the **My Channels** page. This column indicates the number of inbound and outbound posts for each channel.
  - Users can suspend or activate a channel using the new **Channel status** option in the **Update Channel** page.

- Hub now displays the list of subscribed email IDs in the **Update Channel** page when a user enables the production mode.

Resolved Issues

- An issue that caused Twitter recovery to halt progress at 83.33% is now fixed. (SMD-5898)

- Hub now allows users to stop running a Facebook recovery. This feature helps users to abort a recovery process that is taking too long to complete. (HUB-814)

- An issue that prevented users from signing up for a new Apple Business Chat account in Hub is fixed. (HUB-959)

- The **Back** button is no longer displayed on the channel creation page when the user is creating their first channel in Hub. (HUB-898)

- An issue that caused Twitter Retweets to be included during data recovery even when the **Skip Retweets** option is selected, is now fixed. (SMD-5894)

- When users click on the Genesys logo in the top menu, the **Channels** page is displayed. Previously, the Hub **Status** page was displayed when users clicked on the logo. (HUB-897)

January 30, 2019 (9.0.005.09)

What's New

- A new version of the Facebook Connector is introduced and deployed in the cloud.

- Hub now displays the recovery progress and number of recovered messages on the **Update Channel** page during Facebook data recovery. (HUB-771, HUB-748, HUB-747)

- Hub now prevents users from creating multiple Apple Service channels with the same business ID. (HUB-781)

- The following security enhancements are made:

  - Hub offers additional security enhancements to prevent Cross-Site Request Forgery (CSRF) and Cross-Site Scripting (XSS) vulnerabilities. (SMD-5790)

  - Hub now includes an improved Content Security Policy (CSP) to prevent unauthorized access and malicious attacks. (SMD-5815)

- Hub now implements a password policy to enforce use of strong passwords when creating an account or changing the password. (SMD-5788)
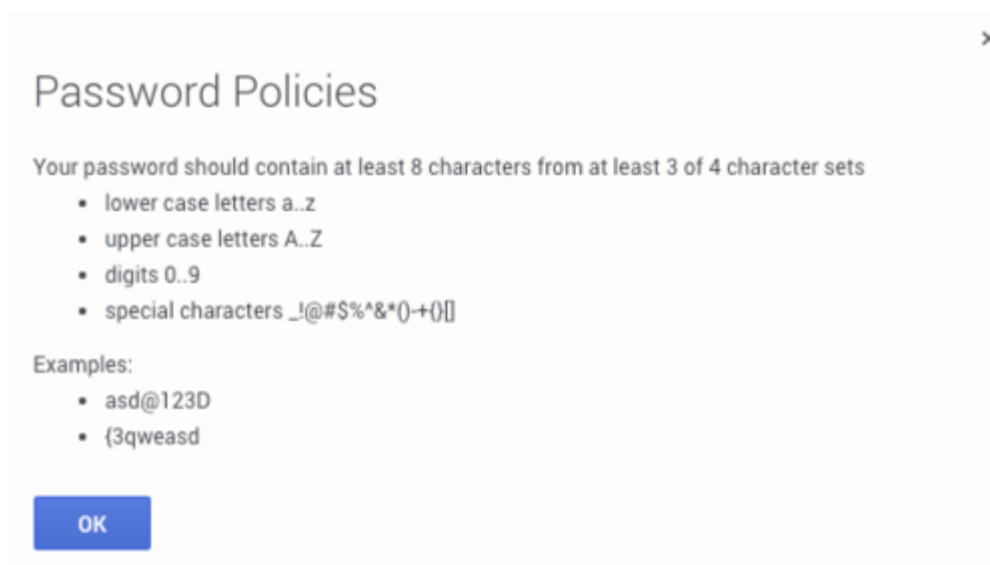
- The Facebook Connector now supports processing of PSIDs (Page Scoped IDs) instead of ASIDs (App Scoped IDs) when handling incoming Facebook posts and messages as per the new Facebook requirement. (HUB-708)

- The following enhancements are made in the Hub UI:

  - After a new channel is created, the user is redirected to the channel page instead of the channel list.

  - A **Copy** button is added next to the **Account ID** and **Channel ID** fields to allow users to copy the IDs.

  - A warning message is displayed if a user tries to leave the **Update Channel** page with unsaved changes. (HUB-815)

Resolved Issues

- Hub now logs the *Attribute Error* related messages from the Facebook Graph API. (SMD-5786)

- Hub now handles inbound Tweets using an improved processing logic. (SMD-5750)

- Apple users no longer receive the *Payment Declined* error message when using Apple Pay. Previously, users received the error message because labels in Hub did not comply with Stripe's statement descriptor requirements. (HUB-759)

- An issue with the Facebook Connector that caused second-level Facebook comments to forever remain in the message queue is fixed. (SMD-5782)

- An issue with the Facebook Connector that caused the *Tried accessing nonexisting field (first_name)* error is fixed. (SMD-5726)

- The Facebook Connector now validates payloads and accepts Webhooks only if they are authenticated. (SMD-5102)

- The Facebook Connector no longer supports Facebook Events. (HUB-616)

- An issue that prevented a Facebook private message from reaching the intended user is fixed. The issue occurred because the Facebook recipient ID was not available when an agent resumed an old private conversation. (SMD-5787)

- Hub database now redacts the old posts data properly in accordance with the GDPR compliance. (SMD-5765)

- An issue that prevented the Facebook recovery process from completion when running the recovery for a long time is now fixed. (HUB-827)

- An issue that caused Hub to use an incorrect strategy for processing Facebook private messages is fixed. Previously, Hub processed a Facebook private message with the Conversation strategy instead of the Messenger strategy. (SMD-5867)

October 19, 2018 (9.0.004.01)

What's New

This release includes only resolved issues.

Resolved Issues

- Hub switches to Send API to send outbound messages whenever an error occurs and a message is not delivered to the customer through the Facebook Graph API. (SMD-5637)

- An issue that caused incorrect parsing of location attributes within attachments of Facebook private messages is now fixed. (SMD-5758)

- The Facebook Connector now recovers second-level comments of parent posts, even if the posts are old. Previously, the second-level comments were held in the process queue indefinitely. (SMD-5772)

September 25, 2018 (9.0.003.08)

What's New

- Hub now supports adding merchant accounts to Apple Business Chat channels for Apple Pay. Users can now add merchant information along with the merchant certificate and domain verification files to ABC channels. Hub uses Stripe as the default payment processor. For information on how to configure merchant accounts, refer to the Configuring Payment Merchants for Apple Pay section.

Resolved Issues

- Users can now unsubscribe Facebook pages by removing the pages from channel's tracking list. Previously, users were not unsubscribed from some of the pages even after removing the pages from the tracking list.(SMD-5731)

- Agents can now download comments pertaining to a Facebook post of type, Offer. (SMD-5676)

- An issue that caused agents to receive empty messages when a user sent a private Facebook message

with a link is now fixed. (SMD-5727)

September 10, 2018 (9.0.003.07)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue in Hub causing agents to receive the same message multiple times from different channels is fixed. The issue occurred when multiple channels tracking different Facebook pages were reactivated. (SMD-5664)

- The Facebook Connector does not process posts that were created before channel activation in order to prevent agents from getting duplicate comments on old posts. (SMD-5346)

August 23, 2018 (9.0.003.06)

What's New

This release includes only resolved issues.

Resolved Issues

- The ABC (Apple Business Chat) Connector now adheres to microservice architecture requirements by managing data through its own service. (HUB-629)

- The Facebook Connector now handles problematic messages using an improved logic to reduce delays in message arrival times. (SMD-5419)

- An issue in the Facebook Connector causing agents to receive old comments as new comments is now fixed. The issue occurred whenever an administrator edited an existing post in Facebook. (HUB-624)

August 14, 2018 (9.0.003.05)

What's New

This release includes only resolved issues.

Resolved Issues

- A task, deployed as part of the new Twitter Account Activity API, periodically checks if new Twitter channels must be subscribed to in order to receive webhooks. Previously, an issue prevented the periodic task from working properly.

August 08, 2018 (9.0.003.04)

What's New

- When configuring a Service channel on the **Update Channel** page, you can now set a value in the **Days data will be stored in Genesys Hub** field, regardless of whether the **Do not store personal data** option is selected. Previously, the **Days data will be stored in Genesys Hub** field was displayed only when the **Do not store personal data** option was cleared. For more information on how this feature was implemented in earlier releases, see May 25, 2018 (9.0.002.07).

Resolved Issues

- A new queuing logic is implemented in the Facebook Connector to direct all messages from a customer to the same partition, place the messages in the same batch, and process them in the correct order. Agents now receive the Facebook messages in the correct order. (SMD-5210)

- An issue that held the last Facebook comment of a customer in the message queue permanently is now fixed. The issue occurred because Hub could not recover the parent post of the comment. (SMD-5599)

July 27, 2018 (9.0.003.02)

What's New

- Hub now supports caching messages that an agent might send repeatedly over a period of time through Facebook and Twitter channels. A new field, **RPC cache timeout**, is added to the **Update Channel** page in Hub. When you set a timeout, for example, 3600 (3600 seconds or one hour) using this new field and the driver sends the same message repeatedly, Hub will not forward the message from the agent more than once in a duration of 3600 seconds (one hour). The value 0 disables the timeout.

Resolved Issues

- An issue that blocked Twitter streams reconnection and prevented Twitter channels from receiving interactions is now fixed. (SMD-5576)

- The publish_actions permission is removed from the Facebook permissions list as it is no longer supported by Facebook. Previously, the publish_actions permission was required when logging in to the

Facebook account channel. (SMD-5608)

- Usernames and messages are now redacted properly based on the values in the **Do not store personal data** and **Days data will be stored in Genesys Hub** fields. (SMD-5360)

July 06, 2018 (9.0.003.01)

What's New

This release includes only resolved issues.

Resolved Issues

- Hub no longer sends an email to customers when a user tries to update the status page and fails. (SMD-5323)

- The pages_messaging permission is now added back to the Facebook permissions list for authenticating Facebook users. (SMD-5397)

- Users can now scroll through the messages list in the **User History** page of inbound interactions without any issue. (HUB-394)

- An issue in Apple Business Connector that prevented agents from receiving large interactive list picker messages and downloading attachments is fixed. The issue occurred due to some changes made by Apple in the download API. (HUB-496)

- The ABC connector now allows customers to receive interactive messages and reply to them. Customers can also select multiple interactive messages at section level. (HUB-498)

- An issue that prevented agents from receiving comments made to a Facebook page's posts is fixed. (SMD-5411)

June 18, 2018 (9.0.002.08)

What's New

- A static IP address endpoint is now added in Hub for better accessibility.

Resolved Issues

- The error message **conversation_id required** is no longer displayed when a user clicks **User History** on the outbound page. (SMD-5216)

- PII (Personal Identifiable Information) older than 28 days is removed from the database and logs to comply with GDPR. (SMD-5308, HUB-467)

- PII older than 28 days is removed from the Twitter and Facebook Connectors logs to comply with GDPR. (SMD-5293, SMD-5292)

- Fixed an issue that caused deletion of some recovered Facebook posts data. The deletion happened due to the changes made for the GDPR compliance. (SMD-4882)

- URLs in Hub email notifications now follow the HTTPS protocol. (HUB-304)

- Hub GET/channels endpoint now returns all channels when the query string **service_only** is false. Previously, the endpoint returned only the service channels related to the provided token. (HUB-474)

- The following security enhancements are made:

    - Disabled the HTTP response headers that reveal the server technology, language, and version. (HUB-468)

    - Disabled all auto-complete features for critical forms in Hub UI. (HUB-469)

    - Hub URLs now exclude sensitive information that might compromise security. (HUB-470)

    - Hub cookies are now encrypted using the secure flag. (HUB-471)

- ABC (Apple Business Chat) Connector does not log user sensitive information related to Apple Pay. (HUB-334)

- ABC Connector and its payment mock features now support the updated Apple Pay API. (HUB-460)

- Fixed an issue in Facebook Connector that could potentially block webhook processing if several threads accessed the same channel configuration. (SMD-5301)

- Improved queue consuming logic for Facebook webhooks to prevent redundant processing of the same batch.(SMD-5209)

- Fixed an issue that prevented users from viewing the channel ID in the **View imessage** pop-up window when accessing the user conversation or user history. (HUB-483)

May 25, 2018 (9.0.002.07)

What's New

- Personal Identifiable Information (PII) is redacted automatically for all private and public interactions after 28 days.

- Users can specify the number of days after which Personal Identifiable Information (PII) is redacted. A new field, **Days data will be kept in Genesys cloud**, is added to the **Update Channel** screen.

Do not store personal data ☐

Days data will be kept in Genesys cloud 28

If you clear the **Do not store personal data** option, you can view and enter a value ranging from 1 to 28 in the **Days data will be kept in Genesys cloud** field. You cannot update the channel if you enter a value outside the valid range. However, if you select the **Do not store personal data** option, the **Days data will be kept in Genesys cloud** field is not displayed.

> ### Important
>
> When the **Do not store personal data** option is selected, PII from both private and public interactions is redacted automatically from the database and logs as soon as possible, generally within 24 hours.

May 17, 2018 (9.0.002.06)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue that prevented Hub from obtaining Facebook permissions for a customer's account is fixed. Agents can now handle the Facebook Messenger interactions without any issue. (SMD-5213)

April 27, 2018 (9.0.002.05)

What's New

- The Apple Business Chat Connector now supports Rich Links in outbound messages. Users can now see a preview of the links instead of the **Tap to load Preview** message.

Resolved Issues

- If you remove a page from the **Facebook Pages** field in the **Update Channel** screen, Hub no longer receives webhook updates related to the page. Previously in this scenario, the page was not tracked but Hub received webhook updates related to the page.

- The **500 Internal Server Error** is no longer displayed when users are logging in to their Twitter channels.

- When the Private Message strategy is changed, the subsequent Private Messages are received in the same Facebook session. Previously, the Private Messages were received in a separate Facebook session.

- An issue that caused some flickering when scrolling in the **Accounts** page is now fixed.

- A user-friendly message is now displayed in the tooltip displayed for the **RPC cache timeout** field in the **Update Channel** screen.

April 12, 2018 (9.0.002.04)

What's New

This release includes only resolved issues.

Resolved Issues

- Twitter direct messages are delivered to the correct handles when two handles resemble each other and they are configured with the same Hub account. Previously in this scenario, direct messages were delivered to incorrect handles. (SMD-4772)

- A new strategy is implemented for processing Kafka messages to ensure that Kafka re-balancing and Kafka lag do not occur when a message takes too long to process. Now, Facebook messages are delivered to agents without any issues. (SMD-4847)

- An error that prevented Admin users from accessing the **Jobs** page in the Hub is now resolved. (HUB-376)

- The **View conversation** pop-up window on the **/Inbound** page now has a fixed window size. Users can view the contents by scrolling up or down. (HUB-296)

March 30, 2018 (9.0.002.03)

What's New

- A landing page is added in Hub for Apple Business Chat customers who are redirected from Apple after registering and choosing Genesys as their Customer Service Provider. Users are then taken through the process of registering with Hub and setting up their ABC channel.

- A new parameter, `auto_close`, is added to automatically close the UI after a successful callback when logging into Facebook.

March 27, 2018 (9.0.002.02)

What's New

- Hub now supports Facebook reactions and the reactions count. Agents can now see the number of reactions for each post or comment in Facebook at the time of interaction.

- Users can now create a distribution list and send an email to the list of recipients when switching a channel to **Production mode**. The email recipients will also receive status updates pertaining to the channel.

Resolved Issues

- WDE now sends an agent's like in a root post created by a visitor in the business's Facebook page. Previously, WDE did not send the agent's like to the Facebook post. (SMD-4851)

- An issue that prevented an agent from following a Twitter user from WDE is now fixed. (SMD-4843)

- An error message is now displayed when the Twitter recovery tries to fetch tweets from protected Twitter accounts. However, the recovery continues fetching data for public accounts after showing the error message. (SMD-4764)

- The API endpoints, /commands/apple/upload and /commands/apple/download, are removed as they are no longer supported by the ABC Connector. (HUB-364)

March 19, 2018 (9.0.001.12)

What's New

- The Apple Business Chat Connector now supports the retry function for messages that are not delivered to agents.

- An API endpoint is now added in Hub for Twitter that enables an API client to authenticate and create Twitter channels without using the Hub user interface.

- An API endpoint is now added in Hub for Twitter that enables an API client to retrieve Twitter posts using their IDs. The maximum of 100 IDs can be processed at a time. Hub retrieves posts from its database, but if the posts are not available in the database, Hub retrieves them by using the Twitter API directly.

Resolved Issues

- The Twitter Connector now recovers automatically from database errors and it no longer requires a restart if an error occurs. As a result, the number of downtime events related to Twitter Connector is now reduced. (SMD-4806)

- Twitter outbound replies with image attachments are now processed correctly. Previously, the agent replies were not delivered if there was an image attachment. (SMD-4818)

- Personal data is no longer visible when the **Do not store personal data** feature is enabled in Hub. (HUB-349, HUB-316)

- The Apple Business Chat URL in the help window of the **Business IDs** field is updated to reflect the current URL. (HUB-357)

- The **Skip analytics** toggle is now available only to users with Staff permissions. (HUB-362)

- The super_user account is no longer shown in the list of users in the Hub user interface. (HUB-344)

- The **Auto-response** option is now hidden from the **Update Channel** page. However, the option will be made visible in a future release.

- Hub now allows sending custom extension messages with an image attachment. (HUB-314)

- The Facebook Connector now retrieves all pages and events correctly when using a Facebook Service

channel and `dispatch-channel` is configured for that channel. Previously, the Connector did not fetch all pages and events from Facebook in this scenario. (HUB-335)

February 21, 2018 (9.0.001.11)

What's New

- The Facebook Connector now fetches comments made to the galleries or individual photos in galleries of a business's Facebook page and delivers them to agents. As customers can either comment on the entire gallery or on a specific photo in a gallery, the Connector ensures that the agents replies are delivered to the original comment correctly.

- Hub now supports Apply Pay through Apple Business Chat messaging service. Apply Pay enables a business's customers to make payments to the business from their Apple devices.

Resolved Issues

- Service channels are now automatically disabled when the corresponding Account channels for Facebook and Twitter are disabled. Previously, the Service channels were active even when the Account channels were disabled. (SMD-4639)

- Hub users with a plus (+) sign in their mail ID can now restore their password. Previously, users with a plus (+) sign in their mail ID could not restore their password. (SMD-4560)

- An agent can now post a status update in Facebook with an image attached. Previously, agents encountered an error when they tried to post a status update with an image. (SMD-4704)

- An agent now receives comments successfully when the customer comments on the business's Facebook cover photo. Previously, the agent received the cover photo without the comment. (SMD-3593)

- Customers receive the correct business title when messaging an agent through Apple Business Chat. (HUB-333)

- The correct channel ID is displayed in the **View_iMessage** pop-up window. (HUB-284)

February 12, 2018 (9.0.001.08)

What's New

This release includes only resolved issues.

Resolved Issues

- An issue in Twitter Connector that prevented public streams from reconnecting is fixed. As a result, if

Twitter interrupts the public streams, they will be recreated. (SMD-4703)

- The severity level of logging exceptions for a non-critical issue has been lowered. Previously, excessive logging made the Facebook Connector unresponsive at times. (SMD-4492)

- The **AUTH_POOL** option values are now set automatically during startup when using the **stream_manager:fixed** option. Previously, the **AUTH_POOL** option values had to be specified in the Settings file. (SMD-4775)

January 18, 2018 (9.0.001.05)

What's New

This release includes only resolved issues.

Resolved Issues

- Users can now update Facebook and Twitter channel configurations in Genesys Hub using the **Update** button on the **Channels** page. Previously, users could not update the channel configurations as the **Update** button on the **Channels** page did not work. (SMD-4680)

December 22, 2017 (9.0.001.02)

What's New

- The **System Status** tab now displays an overview of the status for Genesys Hub. Users can view a summary of the number of ongoing/closed Genesys Hub issues, the number of Genesys Hub downtime events, and the percentage of uptime in Genesys Hub for the last 90 days. The uptime percentage is displayed to two decimal places. Although the status of ongoing third-party issues (Facebook, Twitter, and other messaging services) is displayed, the display of third-party issues in the running log of changes ceases 7 days after they have been closed. Third-party issues do not count against open/closed issues, downtime events, and percentage of uptime.
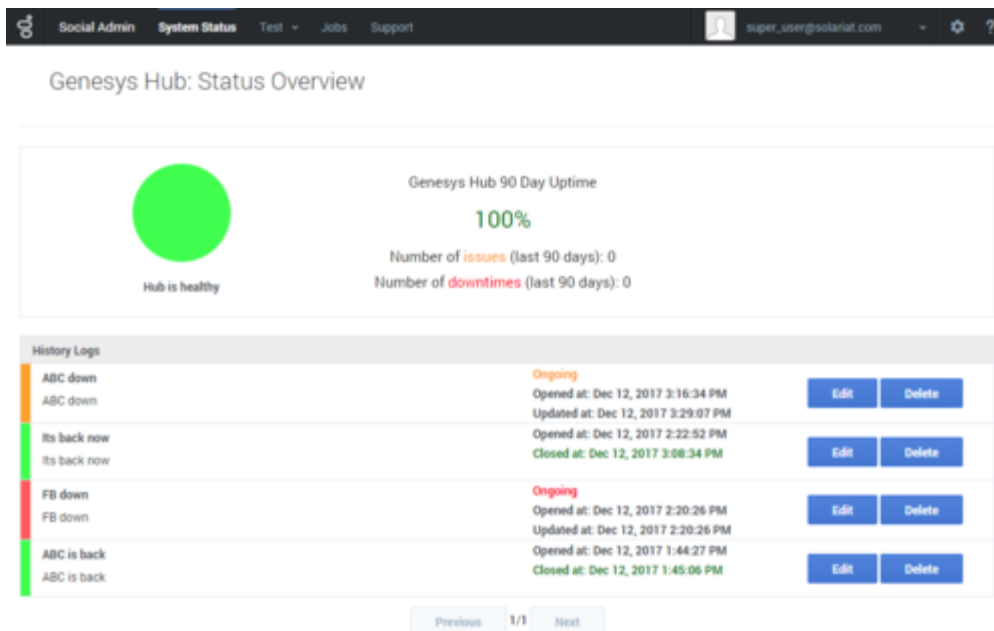
- The **System Status** tab now displays a banner at the bottom to notify users about urgent or important upcoming events, such as a planned maintenance or the upcoming move to Amazon Web Services (AWS). The banner can include a link to download a PDF that has more information including, if needed, instructions for the users on preparing for the change.

- Support for the upcoming Apple Business Chat messaging channel:

  - Hub now supports the upcoming Apple Business Chat (ABC) messaging service. Once Apple has launched the Apple Business Chat service and a brand has been approved by Apple for use of the service, users can configure the messaging service for ABC and create the associated ABC accounts/channels in Hub.

- The running log of changes in the **System Status** tab now also includes status changes of Apple Business Chat connector. A new filter, **ABC only**, is now available for users to view only the ABC-related status updates in the **History Logs** section.

- Hub now supports ABC List Picker and Time Picker APIs. An agent can use the List Picker to enable their business customers to select one or more items from a list that the agent sends. Similarly, an agent can use the Time Picker to enable their business customers to select an available time slot when scheduling a meeting or appointment.

- Hub now supports **Queue history window**, **Queue Notifications**, and **Backlog (minutes)** settings for ABC channels.

- A new field, **RPC cache timeout**, has been added to the ABC channel settings. This field allows you to set a timeout for caching messages that agents might send repeatedly over a period of time. You can enter a value ranging from 0 to 3600 seconds in this field. For example, if you enter 3600 (3600 seconds or one hour) in this field and the driver sends the same message repeatedly, Hub will not forward the message from the agent more than once an hour. A value of 0 disables the timeout.

- Users can now activate or suspend ABC channels. Inbound messages are fetched and outbound messages are sent as long as the service channel is active.

- Users can now view and copy the business URL and ID from their channels.
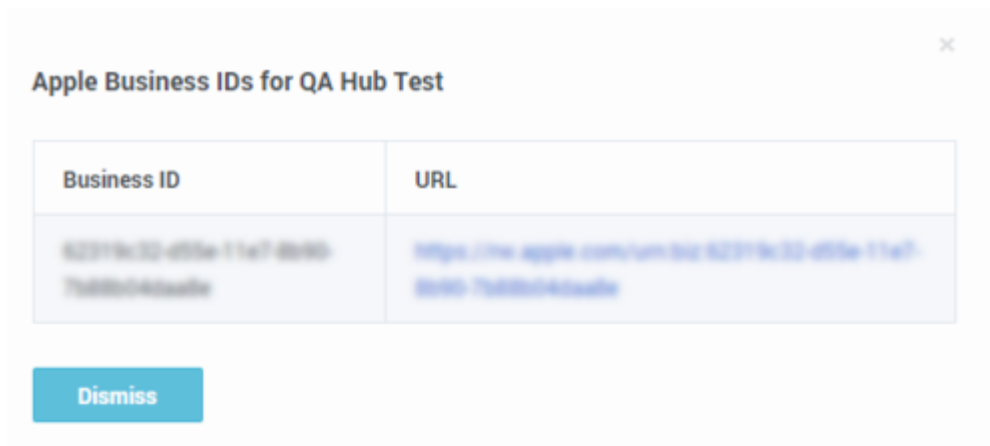
- Users can now run multiple consumer processes with multiple Kafka partitions. Twitter producers and consumers can get /status and /health endpoints that are served at the address configured by the http_control_panel configuration parameter.

- Facebook Connector's logging mechanism has been improved to record more parameters than before.

Resolved Issues

- The Twitter Connector no longer displays the **ConnectionError(ProtocolError('Connection aborted.', BadStatusLine("''",)),)** error message. These errors are not cached anymore. Messages from agents are delivered to their customers in Twitter when the correct proxy is set or the network issue is resolved.

- The Facebook Connector no longer displays the **ConnectionError(ProtocolError('Connection aborted.', BadStatusLine("''",)),)** error message. These errors are not cached anymore. Messages from agents are delivered to their customers in Facebook when the correct proxy is set or the network issue is resolved.

    0

- Users can no longer view the content of a URL when the URL is sent in a private message. Previously, users could view the content associated with the URL in this scenario.

- The Facebook Connector no longer restores a business's pages in Facebook that have exceeded the rate limits and were later deleted by the Admin.

- Private message interactions are now retained properly when switching strategy from conversation to Messenger or vice versa. Previously, some private message interactions were lost in this scenario.

Known Issues

- Agents can no longer navigate to a specific private conversation thread on Facebook as the current Facebook Business Suite is incompatible with the conversation links returned from Facebook Graph API. However, agent can find the required conversation in Facebook Business Suite using the conversation participant's name. (HUB-2262)

- Agents may receive messages in an incorrect order at times. A new field that is used to sort the

messages by milliseconds is added to Hub. Though this solution mitigates the issue when receiving plain text messages, it does not work for messages with large attachments. Messages with attachments are always shown as the latest.

- If a business's customer changes their reaction to an existing post or a comment in Facebook, both the initial and changed reactions are counted in WDE. This issue occurs because the Facebook Connector does not track reactions per user, since Facebook does not provide that information by default.