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Genesys Engage cloud Release Note

Digital Channels

4/14/2025

Digital Channels

For information about the latest releases of Digital Channels, refer to [Digital Channels Release Notes](#).

Digital Channels is a common service (collectively known as Nexus) that enables Chat, SMS, Social, and Messaging channels, as well as various APIs for mobile chat, secure mail, webhooks, and third-party integrations. It provides functionality to several Genesys products, including [Agent Desktop](#). For more information about Digital Channels, refer to the documentation [here](#).

 **Note:** Not all changes listed below may pertain to your deployment.

- March 19, 2021 (9.0.000.83)
- March 4, 2021 (9.0.000.82)
- February 18, 2021 (9.0.000.79)
- February 4, 2021 (9.0.000.77)
- January 14, 2021 (9.0.000.75)
- December 9, 2020 (9.0.000.72)
- November 12, 2020 (9.0.000.69)
- November 4, 2020 (9.0.000.68)
- October 13, 2020 (9.0.000.67)
- October 1, 2020 (9.0.000.65)
- September 22, 2020 (9.0.000.64)
- September 3, 2020 (9.0.000.63)
- August 25, 2020 (9.0.000.62)
- August 11, 2020 (9.0.000.61)
- July 23, 2020 (9.0.000.60)
- July 9, 2020 (9.0.000.59)
- May 28, 2020 (9.0.000.57)
- May 14, 2020 (9.0.000.55)
- April 30, 2020 (9.0.000.54)
- April 16, 2020 (9.0.000.51)
- April 6, 2020 (9.0.000.49)
- March 19, 2020 (9.0.000.48)
- March 5, 2020 (9.0.000.45)
- February 20, 2020 (9.0.000.44)
- February 10, 2020 (9.0.000.43)
- January 23, 2020 (9.0.000.40)
- January 9, 2020 (9.0.000.39)
- December 9, 2019 (9.0.000.35)
- November 14, 2019 (9.0.000.32)
- October 31, 2019 (9.0.000.31)
- October 17, 2019 (9.0.000.30)
- October 03, 2019 (9.0.000.27)
- September 05, 2019 (9.0.000.25)
- August 22, 2019 (9.0.000.22)
- August 8, 2019 (9.0.000.21)
- July 25, 2019 (9.0.000.19)
- June 28, 2019 (9.0.000.18)
- June 17, 2019 (9.0.000.15)
- May 31, 2019 (9.0.000.14)
- April 19, 2019 (9.0.000.12)
- March 29, 2019 (9.0.000.10)
- December 21, 2018 (9.0.000.06)
- Known Issues
- Limitations

March 19, 2021 (9.0.000.83)

What's New

SMS channel enhancement

- The SMS channel can now be marked as CX Only if the SMS channel is used in CX Campaigns and no routing of incoming messages is planned.

Bot-managed conversations

- Support of initial context for bot-managed conversations.

Resolved Issues

- Agents can now establish a new WhatsApp session with a new contact and send a message to the contact immediately. Previously, if a contact had not been communicated with before on WhatsApp, it was not possible to send a notification to the contact. Note: WhatsApp does not allow standard messages to be sent to a user after 24 hours have elapsed from when the last message sent by the user. (NEXUS-5617)

March 4, 2021 (9.0.000.82)

What's New

Chat reporting

- The time a contact left a Chat session is now reported in the Chat interaction, enabling further processing by reporting components.
- For Chat interaction transfer, the handling of statistics for Chat interaction closure date/time and number of agents in the session has been improved.

Messaging API improvement

- A message sent as a webhook to a third-party messaging API now contains the **type** field.

Security improvement

- Digital Channels security has been improved.

Secure Email API

- The Secure Email API now enables primary contact attribute lookup, create, and update, and enables this contact information to be used in other Secure Email API requests.

CX Contact outbound email campaign support

- CX Contact outbound email campaign support is added to the integration with third-party email providers through a Third-party messaging API.

February 18, 2021 (9.0.000.79)

What's New

Security improvements

- Security has been improved for integration with Workspace Web Edition.
IMPORTANT: Agents that started their session before the production upgrade to this version must login again to Workspace Web Edition to continue using the Communication and Conversation tabs.

Secure Email API

- The Secure Email API now enables you to get either a list of email interactions or a count of emails by type, such as inbound, outbound, and so on.
- The Secure Email API now enables you to get the content of an outbound Secure Email interaction without marking it as Read.

February 4, 2021 (9.0.000.77)

What's New

SMS channel Communication and error handling improvements

- Agent are notified when MMS messages sent by a contact have problematic attachments.
- Handling of CX Contact campaign stop signals.
- Agents are notified if they attempt to send a message from a non-existing number due to platform misconfiguration.

Outbound SMS campaign improvement

- Outbound SMS campaigns executed by CX Contact can now be enabled through integration with a third-party SMS service.

Resolved Issues

- Agents can now send single or multiple Secure Email attachments where the maximum size of each attachment is less than 7MB. Previously, if an email contained attachments totaling more than 7MB, all together, the email could not be sent. (NEXUS-5634)

January 14, 2021 (9.0.000.75)

What's New

WhatsApp Validation

- Agents can now check whether the contact number used for SMS or voice can also be used for WhatsApp. The agent needs to click the **Validate** button next to the contact's number and then, if successful, the agent can communicate with the contact on WhatsApp over that number.

Expanded SMS keyword support

- For SMS outbound campaigns, the list of keywords for **help** and **stop** signals has been expanded with the following additional keywords (in any letter case):
 - help: 'aide'
 - stop: 'arret' and 'unsub'

Secure Email

- The **getEmail** service now enables you to specify start and end dates as criteria when requesting a list of email interactions, including earlier-than and later-than specific dates.

Attached Data support

- API endpoints for retrieving attached user data from chat and secure mail interactions are now provided. Note: some internal keys are omitted.

December 9, 2020 (9.0.000.72)

What's New

Secure Email

- Support for multiple corporate mailboxes.
- Support for image (jpeg, png, gif, tiff, and bmp) and document (text, docx, xlsx, and pdf) attachments.
- Support for thread/parent relationships for inbound Email interactions.

WhatsApp Highly Structured Messages/Notifications support

- Support of the WhatsApp Highly Structured Messages/Notifications has been enhanced to support the new format introduced by WhatsApp, including notification header, footer, and buttons.

Delivery receipt support

- Delivery receipts showing successful and failed delivery are now displayed to agents for sent messages. Message receipt behavior varies depending on the behavior and capabilities of each media.

Resolved Issues

- The Chat interaction transcript is now correctly stored in UCS when the interaction is closed. Previously, in some scenarios, the chat communication transcript was not exported to UCS when the interaction was closed. (NEXUS-5289)
- For SMS sessions, the SMS number of the contact and organization is now displayed in the Communication tab. (NEXUS-5145)

November 12, 2020 (9.0.000.69)

What's New

Resolved Issues

- The Consumer Messaging API now returns new messages in a single response. Previously, if a client resumed polling after a significant timeout, new messages could sometimes be returned in a second response. (NEXUS-5099)
- When a contact disconnects from a Chat session before the agent does, now only one "Participant Left a session" message is displayed to the agent. (NEXUS-4702, NEXUS-3483)
- Messages are no longer delivered a second time. Previously, when the client was retrieving new messages, already delivered messages were sometimes delivered again if filtering is not applied. (NEXUS-4376)

November 4, 2020 (9.0.000.68)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

October 13, 2020 (9.0.000.67)

What's New

Resolved Issues

- When push notification is enabled for the session, Chat messages are now correctly displayed in the Communication and Conversation tabs, and agent is now notified about new messages. (NEXUS-4881)
- The current state of a Chat interaction is now correctly displayed to agents. Previously, in some scenarios, when an agent was trying to join a Chat interaction it might have been displayed as Completed, not allowing agent to communicate with the contact. (NEXUS-4835)
- Chat interactions are now submitted to the correct queue after the endpoint is updated. Previously in this scenario, Chat interactions were submitted to the old queue for sessions that were created before the update. (NEXUS-4832)
- Agents can now create SMS interactions from the the Create Chat button in the **Communication** tab when the Send function is disabled. (NEXUS-4828)
- User data is now correctly attached to the current Chat interaction and any follow up Chat interactions in the same session. Previously, user data was not attached to follow up interactions in the same Chat session. (NEXUS-4804)
- URLs pushed by agents during Chat sessions are now correctly saved in the Chat transcript for the interaction. Previously, the Chat transcript did not include pushed URLs. (NEXUS-4799)

October 1, 2020 (9.0.000.65)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

September 22, 2020 (9.0.000.64)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

September 3, 2020 (9.0.000.63)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

August 25, 2020 (9.0.000.62)

What's New

Webhook event for Dialogflow

- Media type is now sent as the part of fulfillment webhook event when using a Dialogflow-based bot.

Asynchold queue improvement

- The Asynchold queue no longer re-routes any interaction that was placed into a queue without hold timeout. Interactions that do not have a designated queue are terminated when they are placed in Asynchold.
Important: The Workspace Web Edition functionality that allows interactions to be placed on hold for Chat and SMS is not supported. This functionality should be disabled in Workspace by setting the value of the `interaction-workspace\privilege.chat.can-place-on-hold-async` option in to **false** in the Workspace application object.

Resolved Issues

- Double clicking the **Create** button to initiate a Chat or SMS interaction no longer results in two interactions being created. Agents can now create only one interaction of each media type for each contact. (NEXUS-4400)

August 6, 2020 (9.0.000.61)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.
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July 23, 2020 (9.0.000.60)

What's New

Resolved Issues

- Messages are no longer removed from the transcript of an agent initiated conversation when the transcript is saved. (NEXUS-4300)
- Reporting metrics are now correctly attached to interactions when an agent leaves the session with **KeepAlive** active. (NEXUS-4275)
- The **asynchold** queue has been modified to prevent interactions from looping in the queue due to the inability of the queue to route these interactions. These interactions are now moved to the undelivered queue if one is configured or the interaction is terminated. (NEXUS-3049)

July 9, 2020 (9.0.000.59)

What's New

UI enhancement

- In the Contact Information column, the tooltips for the buttons enabling agents to create new interaction now correspond to the appropriate media type.

Localization Support

- Spanish, Portuguese (Brazilian), and Polish languages are now supported.

Communicating with Google Dialogflow

- While communicating with a Google Dialogflow bot in the Designer application, the bot now stays engaged until one of the "end of conversation" intents is reached. This functionality must be enabled for each registered bot application individually, not collectively for all the bots on the tenant. Contact your Genesys representative to enable this functionality.

Resiliency

- This release includes multiple resiliency improvements to enhance product stability.

Resolved Issues

- MMS messages without attachments are now displayed correctly in the chat session. (NEXUS-4134)

May 28, 2020 (9.0.000.57)

What's New

WhatsApp channel enhancement

- If an agent or bot includes a URL in a WhatsApp message (any string beginning with http:// or https://), the message is no longer marked to render a preview of the URL. **Note:** if the URL being sent is invalid, WhatsApp will reject the message.

May 14, 2020 (9.0.000.55)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

April 30, 2020 (9.0.000.54)

What's New

Communication tab enhancement

- You can choose to disable the Reply functionality from the **Communications** tab. Instead, agents can click the channel icon in the **Communications** tab to launch a new interaction with the selected contact. Contact Genesys to disable this functionality.
To disable reply functionality, add `&disableSend=true` to the **Communication** tab url in Workspace configuration. (NEXUS-3336)

Image preview enhancement

- Attached image previews are now displayed in a modal window instead of in the right sidebar of the **Conversation** tab. (NEXUS-3258)

Undeliverable message redirection

- Interactions that are not submitted to their originally assigned endpoints are now redirected to an "Undelivered" endpoint for analysis. Interactions placed in this queue can be reviewed using [Interaction Queue Management](#) functionality in Workspace. Interactions that are not moved out of the queue will be auto-completed after a 14 day timeout. (NEXUS-2771)

Resolved Issues

- The Genesys Designer application is not disconnected from Chat session due to inactivity timeout. To disconnect Designer from a Chat session, an explicit request must be sent. (NEXUS-3317)

April 16, 2020 (9.0.000.51)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

April 6, 2020 (9.0.000.49)

What's New

WhatsApp sticker support

- Agents can see WhatsApp stickers as emojis as part of WhatsApp interactions.

Language support

- Dutch

Facebook reaction support

- Facebook reactions are displayed for public Facebook posts and comments.

Facebook private session attachment support

- Agents can now include attachments when responding to a Facebook private message.

Twitter user parameter support

- Twitter metrics, such as Followers, Followings, Tweets, and Retweets made by the contact are displayed to enable agents to determine how influential the contact is to assign priority to a response.

March 19, 2020 (9.0.000.48)

What's New

Disable transcript recording

- You can now use an attached data key-value pair to disable the recording of transcripts in UCS. To prevent the transcript for this interaction from being saved to UCS, set the value of the **skipTranscript** key to **ucs**.

Anonymous session housekeeping

- Chat transcripts are now stored in Digital Channels for a limited time. Anonymous session transcripts, such as those coming from Genesys Widgets with only First and Last names, are stored for 3 days from the day of the last message in the session. For other sessions, transcripts are stored for 28 days.

Facebook private session attachment support

- Agents can now include attachments when responding to a Facebook private message.

Resolved Issues

- File names now display correctly for attachments in WhatsApp. Previously, file names were always displayed as "Untitled". (NEXUS-3079)

March 5, 2020 (9.0.000.45)

What's New

Configurable subscription timeout value

- The time that an interaction is held in **asynchold** queue can now be changed for the tenant. The default value has been decreased from 10 to 5 minutes. Please contact Genesys Customer Care if you need to have this value adjusted for your tenant.

February 20, 2020 (9.0.000.44)

What's New

Read receipt support

- Read receipts are now displayed to agents for chat, SMS, WhatsApp, and Twitter Direct Message.

February 10, 2020 (9.0.000.43)

What's New

Browser SameSite cookie support

- The SameSite=None attribute for cookie-based **stickiness** is now set. This enhancement addresses the new, stricter browser policies being implemented (starting in February 2020 for Google Chrome, and starting at a later date for other browsers).

Resolved Issues

- The browser no longer becomes unresponsive when an agent that has a large number of associated contacts logs in to Workspace Agent Desktop and handles a chat interaction. Now only the first 100 associated contacts are displayed in the **Communication** tab. (NEXUS-2779)
- The **Get Messages** API now allows you to fetch messages in both forward (negative value for count) and reverse (positive value for count) directions, in **History** mode, before and after the specified **index**. Previously, it was only possible to fetch messages before the specified **index**. (NEXUS-2611)
- Agents no longer receive broadcast messages from the bot each time one of their associated contacts interacts with a chat bot. (NEXUS-2608)

January 23, 2020 (9.0.000.40)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

Resolved Issues

- Contacts can no longer see the messages indicating that a supervisor has connected to or disconnected from a chat interaction when barging in or coaching. Now the messages are displayed only in the chat transcript visible to agents. (NEXUS-2571)

January 9, 2020 (9.0.000.39)

What's New

New Contact Creation

- Agents can now create new contacts by entering a phone number in the **Communication** tab to launch a new SMS.

Webhook Notifications

- Support for notifications about chat interactions being started and being finished. Contact Genesys Customer Care to enable this functionality. As a prerequisite, your environment needs to comply with API conventions for consumer.

Resolved Issues

- An authentication error is no longer erroneously displayed in the Conversation tab when an interaction is open or in the Communication tab after the agent has refreshed their browser. Genesys recommends that agents close the browser tab after exiting (logging out) from Workspace Agent Desktop. (NEXUS-2715)
- Support for voice super redundancy environments has been improved to enable agents to use Digital Channel functionality from any of their assigned voice regions. Previously, Workspace displayed an error message when an agent tried to use Workspace chat controls. (NEXUS-2429)

December 9, 2019 (9.0.000.35)

What's New

Localization Support

- Italian language is now supported.

Resolved Issues

- Support for voice super redundancy environments, enabling agents to use Digital Channel functionality from any of their assigned voice regions. (NEXUS-2429)

November 14, 2019 (9.0.000.32)

What's New

Bot support for Agent Assist

- Agent Assist now receives and handles Bot transcripts.

GVP to Google DialogFlow

- A unidirectional audio stream from GVP to Google DialogFlow is now available.

Localization support

- French and German languages are now supported.

October 31, 2019 (9.0.000.31)

What's New

PII Support

- Messages can now be scanned for Personally identifiable information (PII). You can choose to mask PII in interactions either when they are displayed to agents or after they are closed. To set up PII rules, contact your Genesys representative to configure them.

October 17, 2019 (9.0.000.30)

What's New

SMS Enhancement:

- Support for assigning multiple mobile numbers to a single contact. One number is specified as the primary. Agents can choose which number to send SMS to. This enables multiple agents to exchange SMS with a single contact using different mobile numbers. SMS can be received on any assigned number; these are tracked as separate conversation threads.

October 03, 2019 (9.0.000.27)

What's New

Microsoft LUIS support for Bots

- Contact your Genesys representative to enable Genesys Designer to work with Microsoft LUIS for Bots NLP. Official support for this feature will be available in a future release of Genesys Designer.

Multiple SMS sessions with the same contact

- Multiple SMS numbers can be assigned to a contact.
- Multiple SMS numbers can be assigned within the contact center, for example, for sales, services, billing, and so on.

MMS Support

- Agents can receive and view inbound MMS messages.

September 05, 2019 (9.0.000.25)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

Resolved Issues

- The **Conversation** and **Communication** tabs no longer receive duplicate messages. Previously, in some rare situations, duplicate messages were received. (NEXUS-1967)

August 22, 2019 (9.0.000.22)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.
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August 08, 2019 (9.0.000.21)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

July 25, 2019 (9.0.000.19)

What's New

Compatibility and Performance

- This is an update for compatibility and performance improvement.

June 28, 2019 (9.0.000.18)

What's New

WhatsApp enhancements

- Support for receiving and viewing PDF and Microsoft Office document attachments from WhatsApp.
- Support for receiving and viewing WhatsApp contact location information.
- Support for sending and receiving WhatsApp audio attachments.
- Support for receiving and viewing WhatsApp video attachments.
- WhatsApp contact phone numbers can be handled as a separate attribute that can be utilized in workflows.
- Agents can now send audio attachments.
- The WhatsApp Connector can access the Contacts API to determine whether one or multiple phone numbers are enabled for WhatsApp.

June 17, 2019 (9.0.000.15)

What's New

Resolved Issues

- Agent can now upload image files that have extensions in uppercase; previously, only lowercase was supported and agents received an error. (NEXUS-1536)

May 31, 2019 (9.0.000.14)

What's New

WhatsApp enhancement

- Support for WhatsApp audio attachments. Whatsapp users can send audio recordings as attachments and agents can listen to the recordings.

Agent UI enhancement

- Support for multi-channel chat selection.
 - Contact Information view. Multiple chat channels are displayed in the following priority order in the contact information view:
 - Facebook
 - Twitter
 - WhatsApp
 - Genesys Chat
 - SMS

Double click on a channel to open the latest interaction.

- Communication tab: The Genesys Chat channel is selected by default in the message composition field unless the contact has sessions in Facebook, Twitter, or WhatsApp.
- Conversation tab: the current interaction channel is selected by default.
- In the Communication tab and Conversation tab message composition fields, to switch between channels, click the channel icon and select a different channel.

April 19, 2019 (9.0.000.12)

What's New

SMS enhancement

- Agents can now send a new outbound message to a contact from the Communication tab. This is helpful when the agent needs to send a notification to a contact that is not in response to an **SMS** from that contact.

Conversation tab enhancement

- Agents can now search for contacts within the **Conversation tab** of any chat or social interaction. Any contact attribute (phone number, last name, email address, and so on) can be used to find a contact. The tab displays results as the agent types.

March 29, 2019 (9.0.000.10)

What's New

SMS interactions

- Support for inbound and outgoing **SMS interactions**.

WhatsApp

- Support for **WhatsApp interactions** including text, emoji, images, and Highly Structured Messages.

December 21, 2018 (9.0.000.06)

What's New

Asynchronous Chat support

- **Asynchronous chat** enables agents to continue a chat session after the initial interaction is ended by using the new **Conversation** tab in the interaction window or the new **Communication** tab in the **Connect** group.

Facebook support

- The **Facebook channel** enables agents to engage in private chat sessions with Facebook Messenger users and public sessions with Facebook users. This enables you to monitor and respond to public posts

and replies to your organization's Facebook page in a timely manner.

Twitter support

- The **Twitter channel** enables agents to engage in private chat sessions with Twitter Direct Message users and public sessions with Twitter users. This enables you to monitor and respond to public Tweets and replies to your organization's Twitter page in a timely manner.

Genesys Task Routing

- Genesys Task Routing enables you to submit workitems to Genesys from an external source, such as Salesforce or NetSuite, and route them to the best-skilled agent. See **Genesys Task Routing** for details about how to enable this feature.

Known Issues

- In some scenarios, an interaction might be closed before Digital Channels can attach the chat statistics to the interaction causing interaction reporting data to be missing from reports. (NEXUS-4704)

Limitations

- Smart Failover is not supported. If Workspace Web Edition switches to a backup site, the Conversation and Communication tabs are not displayed. (NEXUS-5727)