Genesys Engage cloud Release Note

Authentication Service

12/21/2025

Contents

Authentication Service

Authentication Service provides single sign-on (SSO) for applications in Genesys Engage cloud.

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

- November 2, 2020 (9.0.000.68)
- Known Issues
- Limitations

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What's New

Localization support

- Authentication Service now supports the following languages: Brazilian, French, French Canadian, German, Japanese, Spanish, Korean, Italian, and Dutch.

SAML

- Authentication Service now supports SAML certificate rollover without service interruption.

Resolved Issues

- The "Remember Me" functionality on the login screen now preserves the agent's username and tenant when SameSite settings are enabled in agent browsers. (AUTH-274)

Known Issues

- There are currently no known issues.

Limitations

- There are currently no limitations.