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Genesys Engage cloud Release Note

GVP PaaS

4/13/2025

GVP PaaS

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

- [December 21, 2018 \(9.0.0\)](#)
- [Known Issues](#)

December 21, 2018 (9.0.0)

What's New

Initial release

GVP platform-as-a-service (PaaS) enables your business to preserve the VXML applications you have invested in and retain control of the applications in your environment. At the same time, you can take advantage of a secure, future-proof voice platform that uses the Genesys cloud-based solution.

PaaS allows you to maintain applications including the following:

- VXML
- Speech grammars
- Middleware
- Database connectivity
- Audio resources
- ECMAScript resources

Over a secure channel (that is, MPLS), Genesys connects to that application and executes it on its voice platform. So, while you retain control of the application, the voice platform and telephony are hosted and managed in the cloud by Genesys.

You can use Genesys Intelligent Automation (GIA), Genesys Composer, or any tool for authoring applications, as long as the output is VXML 2.1-compliant code.

Additional information about the PaaS administration and reporting interfaces are available at:

- [Manage DID Groups with IVR Administration](#)
- [Provision IVR Profiles](#)
- [PaaS IVR Reporting](#)

Click the links below for release notes pertaining to the available interfaces:

- [IVR Administration](#)
- [GVP Reporting](#)

Known Issues

There are currently no known issues.