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Genesys Administrator Extension

Known Issues and Recommendations

5/14/2025

Known Issues and Recommendations

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The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Genesys Administrator Extension. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

Genesys Administrator Extension does not support HTTPS connections to the Virtual Agent Group (VAG) calculation service.

ID: GAX-10904	Found In: 9.0.100.63	Fixed In:
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A cloned Agent Group cannot be converted to a Virtual Agent Group by updating the script.

ID: GAX-10920	Found In: 9.0.100.63	Fixed In:
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See also [Internationalization Issues](#).

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Administrator Extension unless otherwise noted in the issue description.

There are no internationalization issues for this product.
