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# Genesys Intelligent Automation

9.0.003.00

12/25/2025

9.0.003.00

## Genesys Intelligent Automation Release Notes

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/14/18	General					X

### What's New

This release contains the following new features and enhancements:

- Support of Apple Business Chat: This feature allows customers using iOS devices to interact via chat directly with enterprises.
- New severity levels for SNMP traps: When generating an SNMP trap when failing, the Hiveoff process can now assign one of the following two new levels of severity, as appropriate:
  - SEVERITY\_MAJOR -- When registering an error on the database or deleting historical data.
  - SEVERITY\_CRITICAL -- When failing for unknown reasons.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Intelligent Automation](#)

#### Genesys Products

- [List of Release Notes](#)

### Resolved Issues

This release contains the following resolved issues:

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The data in a Call Steps preview of a Raw Data Report is now ordered correctly in an MS SQL Server SQL Server environment. Previously in this scenario, the data was not displayed in chronological order based on timestamps. (SPCHSTRM-1352)

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The full en-gb and full en-us Intelligent Automation language packs have been updated with extra prompts to better handle playback of currency values that end in one. For example, 1001 dollars is now read back as "One thousand and one dollars". Previously, a currency value ending in one was read back as a singular value. Using the above example, the value was read back as "One thousand and one dollar".

The following prompts have been added to full en-gb packs:

```
curr_gbp_plural_final_1=one pounds.  
curr_gbp_plural_medial_1=one pounds ... [and n pence]  
curr_eur_plural_final_1=one euro.  
curr_eur_plural_medial_1=one euro ... [and n cent]  
curr_usd_plural_final_1=one dollars.  
curr_usd_plural_medial_1=one dollars ... [and n cents]
```

The following prompts have been added to full en-us packs:

```
curr_usd_plural_final_1=one dollars.  
curr_usd_plural_medial_1=one dollars ... [and n cents]
```

(SPCHSTRM-445)

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Multiple questions that use the **Date** standard grammar no longer cause errors within a Web IVR application. (SPCHSTRM-1435)

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## Upgrade Notes

If you are upgrading to 9.0.003.00 and are currently using dynamic CPR prompts, you'll need to re-upload the prompts, including the prompts mentioned [above](#).

## Supported Languages

For a list of languages supported in this release by the various elements of Genesys Intelligent Automation, refer to the [Supporting Languages](#) page in the Deployment Guide.