GENESYS

Genesys Intelligent Automation

9.0.102.00

12/21/2025

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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
12/17/18	Update					X

What's New

- You can now create chat personas for use in chat-based applications.

- Visual elements within the user interface have been rebranded to align with the latest Genesys design standards. This includes visual enhancements to the login screen and color changes to UI elements such as buttons, toggles, menus, text fields, and icons. These visual changes do not impact functionality.

- Intelligent Automation now supports rich media in the chat channel. This includes the ability to enhance chat messages with images, videos, buttons, rich text, and hyperlinks.

- Support for OpenJDK 8.

- Changes to TLS support include the following:

  - Intelligent Automation no longer supports SSLv2, SSLv3, or TLS 1.0 as a default supported protocol.

  - Intelligent Automation now supports secure communication using only TLS 1.1 and TLS 1.2 by default.

    If you require TLS 1.0 or any other configuration, you must explicitly specify it in the **HttpClient.Security.SupportedProtocols** default server setting. This will override the default.

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:

Users can now access the user interface when a reporting table is locked. Previously, the system waited until the reporting table was unlocked before granting access. (SPCHSTRM-2146)

In the event there are multiple VUI servers in a cluster with no available load balancer, Intelligent Automation now randomly assigns the workload to any server within the cluster. Previously, it defaulted to the first VUI server in the cluster, meaning that all WebIVR sessions failed in the event of an outage. (SPCHSTRM-2236)

WebIVR application input fields now support responses containing quotation marks. (SPCHSTRM-2148)

Retry prompts now display as expected in the user interface. Previously, selecting **Add another prompt** multiple times disabled the highlighting feature that indicates that a prompt is draggable.(SPCHSTRM-2177)

Users can now log in with external credentials if there are multiple applications using the **CfgGenericServer** type in Configuration Server. Previously, users with roles assigned to them from other **CfgGenericServer** applications received an error when logging in. (SPCHSTRM-2235)

You can now deploy Integration Hub processes without having to also deploy environment and library processes. Previously, if you did not check the **Include Environment** and **Include Library** boxes during an Integration Hub deployment, the system returned an error. (SPCHSTRM-1681)

Calls in a PureConnect IVR can now correctly read attached variables that are specified in a **Start** block. (SPCHSTRM-2298)

The system no longer returns an error when a caller confirms a **No** response on the first attempt at answering a question. (SPCHSTRM-2300)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.102.00.