# Genesys Intelligent Automation

9.0.106.00

12/21/2025

# 9.0.106.00

## 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 |
|---|---|---|---|---|---|---|
| 09/27/19 | General | | | | | X |

## What's New

This release contains the following new features and enhancements:

- The default Text Responses from Google Dialogflow can now be accessed using the NLTextResponse variable. (SPCHSTRM-2744)

- Session variables can now be sent to Dialog Engine or Dialogflow for slot filling purposes. (SPCHSTRM-2707)

- The Natural Language Menu product now displays only the first five utterances for each intent. (SPCHSTRM-2705)

- Intelligent Automation personas now allow selecting a TTS voice to use for both Nuance and Google TTS. (SPCHSTRM-2704)

- Intelligent Automation can now provide a maximum limit for the number of attempts to collect a slot value. (SPCHSTRM-2698)

- Intelligent Automation now allows you to use separate variables and slot names when skipping questions. Previously, the variable could only be created with the same name as the slot. (SPCHSTRM-2623)

- Intelligent Automation now supports Dialogflow's SmallTalk feature. (SPCHSTRM-2621)

- Intelligent Automation now reads the DialogFlow fulfilment messages field rather than the fulfilment text. This allows multiple messages to be returned and now supports text returned from fulfilment webhooks. (SPCHSTRM-2605)

- Intelligent Automation now supports fulfillment from Dialogflow. (SPCHSTRM-2575)

## 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

- Intelligent Automation now supports Dialogflow System Entities. (SPCHSTRM-2574)

- Intelligent Automation now supports the ability to pass a variable to Natural Language menu to use as the first utterance. Intelligent Automation also provides the ability to configure a path/module to use if no intent is found. (SPCHSTRM-2537)

## Resolved Issues

This release contains the following resolved issues:

Integration Hub servlets now return UTF-8 character encoding in the response metadata. (SPCHSTRM-2690)

Callflows can now be imported/exported between environments pre- and post- chat persona support. (SPCHSTRM-2663)

The IA installation process now creates the IA Flex license Manager Windows service with the start type of *Automatic* instead of *Automatic (delayed)*. (SPCHSTRM-2644)

Some connections to Interaction Server previously wrote constant error messages to Intelligent Automation log files. This has been rectified. (SPCHSTRM-2590)

If an intent name returned from an AI contains colons, this no longer causes errors when saving an instance of a Natural Language Menu. (SPCHSTRM-2511)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.106.00.