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Genesys Intelligent Automation

9.0.109.00

12/20/2025

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

Genesys Intelligent Automation Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/02/20	General					X

What's New

This release contains the following new features and enhancements:

- The **createNativePrompt** method has been enhanced to support an optional parameter (JSON) to supply Rich Media related key-value pairs in the structured transcript message. This allows IA to send Rich Media UI-related properties to be sent to Chat clients. See [Adding custom rich media](#) for more information. (SPCHSTRM-3067)
- The fish-cbp plugin now supports using proxy servers to communicate with IA servers. See [Using Bots](#) for more information. (SPCHSTRM-3041)

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:

The audio file playback has been fixed when the **VoiceXML.SSML.AlwaysUseSSML** flag is enabled

in **Server** settings. Previously, enabling this flag caused an error due to an invalid audio path. (SPCHSTRM-3040)

Double quotation marks and other characters which required escaping in Chat conversations are now escaped properly and handled by fish-vui server at runtime, requiring no additional configuration. (SPCHSTRM-2998)

The hard-coded password issue with iHub HTTP has been resolved. (SPCHSTRM-3056)

Upgrade Notes

Important

Before installing new version of IA or before migrating databases to a new version, ensure that you take a backup of the existing database before proceeding.