GENESYS™

Genesys Intelligent Automation

9.0.110.23

9/11/2025

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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
12/14/20	General					X

What's New

This release contains the following new features and enhancements:

- A new server setting, **GoogleASR.NBestValue.ConfidenceScoreBased** is introduced to pick the N-Best best results based on the confidence score. Previously, only the first entry in the list was chosen. (SPCHSTRM-3247)

- A new server setting, **VoiceXML.SSML.Play.DynamicSSML** is introduced to control Dynamic Speech Synthesis Markup Language (SSML) playback with variables. SSML playback from GIA Prompts and NLM (Natural Language Menu) responses are supported. When this flag is set to true, Genesys Voice Platform (GVP) interprets the SSML tags available in a variable. Previously, GVP played the SSML values present in a variable as a string value. (SPCHSTRM-3246)

- Intelligent Automation now supports Enhanced ASR (Advanced Speech Recognition) properties to support Google Speech Recognizers. Two new Voice UI (VUI) preference options, **google_use_enhanced** and **google_use_model_type** are introduced to configure the Enhanced ASR properties. (SPCHSTRM-3220)

- Intelligent Automation now supports single utterance properties to support Google Speech Recognizers. A new VUI preference option, **single_word_utterance** is introduced to configure the single utterance option. (SPCHSTRM-3219)

- Question blocks now support the YMD, DMY, and MDY date formats when the incoming call is using

Helpful Links

Releases Info

- List of 9.0.x Releases
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Product Documentation

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Visual IVR persona. For other incoming call types such as Voice and Chat, only DMY and MDY date formats are supported. (SPCHSTRM-3211)

- The size of the **cti_fields** field in the *calls* and *historical_calls* tables of the Fish Reports database is increased from 1000 to 2000 characters. (SPCHSTRM-3204)

Resolved Issues

This release contains the following resolved issues:

The **Multimodal Visual SMS Cancel** option based on DTMF keys now returns to the voice mode correctly. (SPCHSTRM-3259)

An error that occurred when running the **Run test** option in the **Unit Test** tab in a Script block has been fixed. (SPCHSTRM-3256)

Web IVR session management has been improved to end inactive sessions. (SPCHSTRM-3215)

An issue with the **fish-cbp.jar** file displaying an error for an invalid VUI URL and incorrect JAR file configurations has been fixed. Previously, the Interaction Routing Designer (IRD) application considered incorrect URLs and JAR file configurations as correct values. (SPCHSTRM-3212)

The correct language is now picked up when switching personas in the Menu and Message blocks. Previously, the language was not picked up correctly when switching personas. (SPCHSTRM-3210)

Fish-CBP has been enhanced to use connection pool mechanism for HTTP requests. Three new optional CBP configuration options, **max_total_http_connections**, **max_route_http_connections**, and **connection_pool_maintenance_delay_millis** has been included to configure the HTTP connection pool settings. (SPCHSTRM-3209)

The SNMP MIB file has been updated to be compliant (Level 4) with FTC standards. (SPCHSTRM-3196)

Intelligent Automation now supports both 2-level and 3-level role structures from GAX servers. A new Default Server setting, **GenesysSDK.ConfigServerRoles.UniversalFormat** is included to enable switching between 2-level and 3-level structures. (SPCHSTRM-3190)

Fish-CBP and VUI Server are updated to display error messages for unsupported Facebook Rich Media messages or types. (SPCHSTRM-3149)

Fish-CBP now supports DMS 9.1.005.04 and the Bot Gateway Server 9.0.007.06. (SPCHSTRM-3065)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.110.23.