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Genesys Intelligent Automation

9.0.113.24

12/20/2025

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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	Mac	Solaris	Windows
09/03/21	General						X

What's New

This release contains the following new features and enhancements:

- The SQL Database Hive Off feature is optimized with database partitions to improve processing speeds and prevent data loss during the hive off process. (SPCHSTRM-3381)

Helpful Links

Releases Info

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- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Intelligent Automation](#)

Genesys Products

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Important

To support SPCHSTRM-3381, GIA 9.0.113.24 requires Microsoft SQL Server 2017. SQL Server 2012 and 2016 are no longer supported.

- The size of the **CTI_field** has been increased from 2000 to 4000 characters in the **calls** and **historical_calls** tables in the Oracle and SQL databases. (SPCHSTRM-3474)

Resolved Issues

This release contains the following resolved issues:

Intelligent Automation now validates the **Block** names for special characters like '(', ')', and tab spaces that are not allowed. (SPCHSTRM-3469)

The Dynamic Prompts for Mexican Spanish (es-MX) now reads the **millions** prompts correctly. (SPCHSTRM-3462)

Two new variables, **NLMenu_HandleInputError** and **NLMenu_HandleInputErrorPrompt** are available in the Natural Language Menu product. These new variables enable opting for a retry prompt or displaying an error message:

- **NLMenu_HandleInputError** – When this variable is set to true, errors in the input are validated and a retry prompt is made available. When false, the error is handled by the standard application error handler.
 - **NLMenu_HandleInputErrorPrompt** – If the **NLMenu_HandleInputError** option is set to true, then this variable is used to prompt for a retry. The default value is "Given input phrase is not supported...Can you rephrase?" (SPCHSTRM-3461)
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Configuration Server users with an **IA role** can now log in to Intelligent Automation. Previously, users with multiple roles were denied permission. (SPCHSTRM-3456)

The Reports Download feature has been optimized to consider a null check while downloading raw data. (SPCHSTRM-3455)

Intelligent Automation uses the correct grammar syntax in the custom DTMF grammar file. (SPCHSTRM-3454)

The Script Block **performLookup** function has been optimized to use parameters and flags. Previously, this function did not work as expected. (SPCHSTRM-3434)

The **Menu Block** now allows updating paths and phrases successfully without displaying any errors. (SPCHSTRM-3507)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.113.24.