GENESYS™

Genesys Cloud API Driver for Facebook

9.0.012.09

12/22/2025

9.0.012.09

Genesys Cloud API Driver for Facebook Release Notes

9.x **Genesys Cloud API Driver for Facebook** is part of 9.x starting in 9.0.001.02.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
12/03/21	Update			X			X

What's New

This release contains the following new features and enhancements:

- A separate internal queue is added to improve the processing speed of the **MergeItxData** ESP requests. (SMD-7032)
- The following user data keys have been added for Facebook interactions:
  - _facebookHubRequestId – Contains source information for Hub requests
  - _facebookNetworkTraceId – Contains source information for network requests

    (SMD-7052)

Resolved Issues

This release contains no resolved issues.

Helpful Links

Releases Info

- List of 9.0.x Releases
- 9.0.x Known Issues

Product Documentation

- Genesys Social Engagement

Genesys Products

- List of Release Notes

Upgrade Notes

If you are upgrading Cloud API Driver for Facebook to 9.0.012.09, you must also upgrade Cloud API Driver for Twitter to 9.0.012.09.