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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 **MergeltxData** 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)

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](#)

Resolved Issues

This release contains no resolved issues.

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.