GENESYS™

Widgets

9.0.007.07

12/19/2025

Contents

9.0.007.07

9.x

Widgets Release Notes

Release Date	Release Type	Restrictions
12/20/18	Update	

Widgets is platform-independent software. You can deploy the installation package on any operating system that Widgets supports.

What's New

This release contains the following new features and enhancements:

- Added new Rich Message Type, Generic Template, which allows you to create cards with images, titles, descriptions, and buttons. (CXW-1951)

- Rich Messaging now supports vertical lists. List items are shown with small images horizontally aligned, or large images vertically stacked. Each list item can have individual click actions. (CXW-1927)

- Widgets are now accessible via Public CDN URLs. This includes both All-in-one and Lazy loading bundles. (CXW-1903)

Helpful Links

Releases Info

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

Product Documentation

- Genesys Widgets

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The custom form in WebChat Widget now opens correctly in the Lazy Load mode. Previously, when opening the WebChat for the first time, it would not display the configured custom form. (CXW-1947)

WebChat Widget now correctly listens to the inactivity timeout event from the Chat Server and ends the chat session. Previously, the chat session could not be ended at the right time when the inactivity timeout had occurred. (CXW-1920)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.07.