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# Widgets

Release Notes 9.0.x

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# Widgets 9.0.x Release Note

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

This Release Note applies to all 9.0.x releases of Widgets. Links in the **Available Releases** section enable you to access information regarding a specific release.

## Important

As of release **9.0.017.01** Genesys Widgets is no longer available to download through the Genesys Downloads Center. Instead, it can be downloaded as a zip file from the **Content Delivery Network (CDN)**.

## Available Releases

### [+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 9.0.0:

Release	Release Date	Release Type	Restrictions
9.0.018.09	11/15/23	Update	
9.0.018.07	03/29/23	Update	
9.0.018.06	02/06/23	Update	
9.0.018.04	10/19/22	Update	
9.0.018.02	08/04/22	Update	
9.0.018.01	07/20/22	Update	
9.0.018.00	06/09/22	Update	
9.0.017.34	06/03/22	Update	
9.0.017.33	05/27/22	Update	
9.0.017.32	03/23/22	Update	
9.0.017.31	02/22/22	Update	
9.0.017.29	01/12/22	Update	

Release	Release Date	Release Type	Restrictions
9.0.017.28	12/15/21	Update	
9.0.017.27	11/24/21	Update	
9.0.017.26	10/18/21	Update	
9.0.017.25	09/03/21	Update	
9.0.017.24	08/03/21	Update	
9.0.017.23	07/20/21	Update	
9.0.017.22	06/30/21	Update	
9.0.017.21	06/04/21	Update	
9.0.017.20	05/05/21	Update	
9.0.017.19	04/23/21	Update	
9.0.017.18	04/09/21	Update	
9.0.017.17	03/31/21	Update	
9.0.017.16	03/23/21	Update	
9.0.017.15	03/09/21	Update	
9.0.017.14	01/25/21	Update	
9.0.017.13	12/15/20	Update	
9.0.017.12	11/30/20	Update	
9.0.017.11	10/23/20	Update	
9.0.017.10	10/16/20	Update	
9.0.017.09	10/06/20	Update	
9.0.017.08	09/18/20	Update	
9.0.017.07	09/04/20	Update	
9.0.017.06	08/20/20	Update	
9.0.017.05	07/21/20	Update	
9.0.017.04	07/08/20	Update	
9.0.017.03	06/26/20	Update	
9.0.017.02	06/11/20	Update	
9.0.017.01	06/08/20	Update	
9.0.017.00	05/15/20	Update	
9.0.016.16	03/31/20	Update	
9.0.016.07	02/14/20	Update	
9.0.016.03	02/05/20	Update	
9.0.016.02	01/31/20	Update	
9.0.016.00	01/17/20	Update	
9.0.015.19	01/03/20	Update	
9.0.015.18	12/24/19	Update	
9.0.015.11	11/29/19	Update	

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Release	Release Date	Release Type	Restrictions
9.0.015.08	11/12/19	Update	
9.0.015.07	11/06/19	Update	
9.0.015.02	10/11/19	Update	
9.0.014.13	09/27/19	Update	
9.0.014.09	09/06/19	Update	
9.0.014.06	08/09/19	Update	
9.0.014.05	07/26/19	Update	
9.0.014.00	07/03/19	Update	
9.0.013.06	06/24/19	Update	
9.0.013.03	06/07/19	Update	
9.0.013.02	05/24/19	Update	
9.0.012.01	05/21/19	Update	
9.0.011.01	05/14/19	Hot Fix	
9.0.011.00	05/10/19	Update	
9.0.010.04	04/24/19	Hot Fix	
9.0.010.02	04/17/19	Update	
9.0.009.06	03/27/19	Hot Fix	
9.0.009.04	03/21/19	Update	
9.0.008.04	02/04/19	Update	
9.0.007.09	01/28/19	Hot Fix	
9.0.007.08	01/03/19	Hot Fix	
9.0.007.07	12/21/18	Update	
9.0.006.02	10/25/18	General	
9.0.005.00	09/26/18	General	
9.0.004.03	09/05/18	General	
9.0.003.03	07/27/18	General	
9.0.002.06	06/26/18	General	
9.0.001.04	05/11/18	General	
9.0.000.10	03/28/18	Hot Fix	
9.0.000.08	03/07/18	General	

Widgets is platform-independent software. You can deploy the installation package on any operating system that Widgets supports, as listed on the [Genesys Widgets](#) page in the *Genesys Supported Operating Environment Reference Guide*.

For information about 8.5.x releases of Widgets, see the [8.5 Release Note \(Cumulative\)](#).

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

---

Microsoft Internet Explorer 11

<b>Discontinued as of</b>	Date: <b>May 27, 2022</b>	Release: <b>9.0.017.33</b>
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The legacy version of the [Offers](#) Widget has been deprecated as of version [9.0.015.11](#). Offers is now embedded in the existing [Engage Widget](#). If you're currently using the legacy Offers widget and need help, please reach out to your Genesys representative.

---

## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 9.0.x releases of Widgets, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Widgets, see the following documentation:

- The documentation related to this software is available from the [Genesys Widgets](#) page.
- The [Widgets Deployment Guide](#) provides details about installing and configuring Widgets.
- The [Genesys Widgets](#) page in the *Genesys Supported Operating Environment Reference Guide* provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Widgets components.

Release Notes for other Genesys components are available [here](#).

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# Known Issues and Recommendations

## Widgets

The Known Issues and Recommendations section is a cumulative list for all 9.0.x releases of Widgets. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

---

When running the same chat session across multiple browser tabs, the unread message counter may show improper values.

ID: <b>CXW-100</b>	Found In: <b>9.0.017.01</b>	Fixed In:
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When activating WebChat's close button with the spacebar in FireFox, it may trigger twice, causing it to accept the successive confirmation dialog unexpectedly. This is caused by a known issue in FireFox: [https://bugzilla.mozilla.org/show\\_bug.cgi?id=816437](https://bugzilla.mozilla.org/show_bug.cgi?id=816437).

ID: <b>CXW-101</b>	Found In: <b>9.0.017.01</b>	Fixed In:
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When opening the WebChat Widget for the first time, the configured custom form is not displaying correctly in the Lazy Load mode.

ID: <b>CXW-1947</b>	Found In: <b>9.0.006.02</b>	Fixed In: <b>9.0.007.07</b>
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GMS supports only one CometD connection to a chat session. If you use WebChat to connect to the same chat session across multiple browser tabs, it causes unstable behavior in WebChat.

**Workaround:** This is a limitation; disable CometD and fallback to REST mode polling mechanism to have WebChat active on multiple tabs simultaneously.

ID: <b>CXW-1956</b>	Found In: <b>9.0.006.02</b>	Fixed In:
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When opening the WebChat Widget for the first time, the configured custom form is not displaying correctly in the Lazy Load mode.

ID: <b>CXW-1947</b>	Found In: <b>9.0.006.02</b>	Fixed In: <b>9.0.007.07</b>
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When the **Authorization** header is configured and **WebChat** is in **CometD** mode, the commands

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App.**updateAJAXHeader** and **App.removeAJAXHeader** might not update the **CometD Request** headers at runtime.

ID: <b>CXW-1824</b>	Found In: <b>9.0.004.03</b>	Fixed In: <b>9.0.005.00</b>
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When an error occurs in the **SendMessage** widget, an error message appears on screen with a button that displays the text **EmailOk**. This text should read as **OK** in the default English language definition.

**Workaround: EmailOk** is the name of the lookup key in the Internationalization language pack. When Genesys Widgets cannot find the key in the language pack, it displays the key name to identify which string is missing. To resolve this issue with **SendMessage**, define the **EmailOk** key in your language pack. Language packs are defined directly in your configuration or in a separate **i18n.json** file. Configuration Example: `_genesys.widgets.main.i18n: {en: {sendMessage: {"EmailOk": "OK"}}}`

If you have already defined **main.i18n**, merge this new key into it. If you define your language pack in a separate JSON file, merge this key into that file.

ID: <b>CXW-1735</b>	Found In: <b>9.0.001.04</b>	Fixed In: <b>9.0.000.03</b>
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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Widgets unless otherwise noted in the issue description.

---

Fixed an issue where localization override was not happening as expected. Previously, the default localization strings were absent for Webchat, Callback, and KnowledgeCenterService resulting in an `App.setLanguage` error in the browser console.

ID: <b>CXW-1394</b>	Found In: <b>9.0.000.11</b>	Fixed In: <b>9.0.001.04</b>
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# Release 9.0.0

## Widgets Release Notes

You can find links to Release Notes for particular 9.0.0 releases of Widgets, if available, in the tree menu on the left or in the list of [Available Releases](#).

9.0.018.07

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
03/29/23	Update						

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The time slots for the current date in the Callback Widget are now correctly updated after selecting the time slot for the next day and then reopening the calendar. (CXW-315)

---

### 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](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.07.

---

# 9.0.018.06

## Widgets Release Notes

Release Date	Release Type	Restrictions
02/06/23	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The placeholder text, for Norwegian language, displayed in the **Chat Input** field in Web Chat Widget is corrected. (CXW-312)

---

### 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](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.06.

# 9.0.018.04

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/19/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The issue when the calendar was not displayed when a callback was scheduled for the same day by setting the **genesys.widgets.calendar.numberOfDays** configuration parameter to 1 has been resolved. (CXW-310)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.04.

---

# 9.0.018.02

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
08/04/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In Web Chat Widget, the **Chat** button is no longer visible when the web chat is restored. (CXW-304)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.02.

# 9.0.018.01

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/20/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the Web Chat Widget, duplicate chat requests with the same ClientID are no longer sent to the GMS server when a chat is started in CometD mode with a low network bandwidth. (CXW-297)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.01.

# 9.0.018.00

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/09/22	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:

- All Google Fonts API references have been removed as part of version 9.0.017.33, and Widgets now refers to Google Fonts from the Genesys Hosted Repository when the **main.downloadGoogleFont** configuration option is set to true. As customers are unable to upgrade to the 9.0.017.33 version without a change in their configuration, the configuration property `main.googleFontUrl` has been introduced to provide customers with the option to select the closest region URL where the **Genesys web fonts** are securely hosted. **Note:** By default, Genesys web fonts are loaded from the North America (East) region. (CXW-302)

### 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 no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.018.00.

# 9.0.017.34

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/03/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In WebChat, system messages using the "\n" character now display properly in a new line within the chat transcript. (CXW-300)

---

In WebChat, the alert dialogue now displays properly when using an API Gateway between the widget and GMS. (CXW-294)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.34.

# 9.0.017.33

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/27/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

All Google Fonts API references have been removed and the Google Fonts are now hosted in the Genesys Repository. (CXW-292)

---

When opening the WebChat Widget, the primary focus is now always on the first field in the Chat Registration form. Previously, when the **Select** element was used as the form's first field, the focus was set on the **First Name** field instead of the **Select** element. (CXW-288)

---

See also the **Discontinued Support** section for discontinued browser support starting with this release.

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.33.

# 9.0.017.32

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/23/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In WebChat, when the user swipes or tabs from the last emoji item in the Emoji V1 Menu, the focus order is now properly maintained. Previously, the focus would move to the minimize button instead of the file upload button. (CXW-283)

---

In WebChat, when sending markdown rich media messages that contain URLs with query parameters, the HTML **target** attribute is now properly added to the chat transcript. Previously, the **target** attribute provided by the user in the markdown rich media URL message was not applied to the HTML link tag, which caused the URL in the chat transcript to not function as expected. (CXW-281)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.32.

# 9.0.017.31

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
02/22/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The following alert dialog now displays in the WebChat Widget when an invalid Data URL is provided while attempting to connect with the chat server: We're sorry, an unexpected error occurred with the service. Would you like to close and start a new Chat? (CXW-277)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.31.

# 9.0.017.29

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
01/12/22	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

In the WebChat Widget, the File Size limit is now properly checked after a restore. Previously, the request was not blocked after a restore when the file exceeded the `fileSizeLimit`, which would result in an error returned by Genesys Mobile Services (GMS). (CXW-275)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.29.

# 9.0.017.28

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
12/15/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

In WebChat, a new configuration option, **enableUrlTrailingSlash**, is introduced to enable/disable the trailing slash at the end of the dataURL when the startChat connection event is sent to the server in REST mode. (CXW-274)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.28.

# 9.0.017.27

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
11/24/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

In WebChat, Client Messages are now displayed properly in the chat transcript after the connection is restored following a network disruption. Previously, during a network disruption, agents were able to view the contact's messages in the user interface; however these messages were not displayed in the chat transcript. (CXW-271)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.27.

# 9.0.017.26

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/18/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat Widget, you can now **enable and disable the metadata** using the configuration property `metaDataEnabled`. (CXW-268)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.26.

# 9.0.017.25

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
09/03/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

When using a browser's zoom functionality to switch between Full Screen Mode and Desktop Mode in the WebChat Widget, the browser focus is now properly trapped and released. Previously, the focus remained trapped inside the chat widget which did not allow the user to access the entire page. (CXW-267)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.25.

# 9.0.017.24

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
08/03/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

In WebChat, when sending markdown messages that contain URLs with query parameters, the HTML target attribute is now properly added to the chat transcript. Previously, the target attribute provided by the user in the markdown URL message was not applied to the HTML link tag, which caused the URL in the chat transcript to not function as expected. (CXW-262)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.24.

# 9.0.017.23

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/20/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat Widget, browser focus is now properly trapped inside the alert dialog box whenever it is displayed in full screen mode on a desktop. Previously, the browser focus was not trapped inside the alert dialog box, which would allow a user to navigate to the background window and address bar using the tab and shift keys. (CXW-259)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.23.

# 9.0.017.22

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/30/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In Webchat, the Emoji menu (v1) items are now accessible while navigating the User Interface with a voice-over screen reader using iOS. (CXW-254)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.22.

# 9.0.017.21

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/04/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat registration form, in mobile or full-screen mode, tabbing from each input field or button now works as expected. Previously, if the tab keys were used to navigate through the form, the tabbing would stop on the hidden emoji button. (CXW-253)

---

In the Sidebar Widget's menu items, the **role** and **title** attributes are now removed for **cx-icon** as per the Web Content Accessibility Guidelines (WCAG) standards. Previously, the **cx-icon** div tag had `role="img"` and `title` attributes, which resulted in missing alt text. (CXW-247)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.21.

# 9.0.017.20

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/05/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat Widget, the file name now displays properly in the upload error message when uploading a file exceeding the size limit, and when the file name has more than 25 characters. Previously, the file name was cut off in the error message. (CXW-248)

---

In the WebChat Widget, when using Safari on iPhone, and the website has scrolling capability, the page no longer automatically scrolls to the top or the bottom when the WebChat registration form is closed. Previously, the page scrolled to the bottom when the WebChat registration form was closed. (CXW-246)

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---

In the WebChat Widget, when the user submits the chat registration form in iOS with VoiceOver, the loading announcement now occurs as expected. (CXW-237)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.20.

# 9.0.017.19

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
04/23/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Handlebars.js library version is upgraded to 4.7.7, resolving a security issue. (CXW-251)

---

In the WebChat Widget, a Co-browse session chat now sends a message with a Co-browse session identifier to automatically start Co-browse from the agent's end when there is low network bandwidth. Previously, it did not send a message with a Co-browse session identifier when there was low network bandwidth. (CXW-250)

---

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In the WebChat Widget, the screen reader's voice-over focus is now on the **Cancel** button when the **End Chat** alert dialog is displayed in iOS. Previously, voice-over focus was on the **Close** button. (CXW-238)

---

In the WebChat Widget, when the **End Chat** alert dialog displays, the focus is now on the **Cancel** button. Previously, the focus was on the **End Chat** button. (CXW-215)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.19.

# 9.0.017.18

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
04/09/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat Widget, localization strings now apply as expected and error messages display in the correct language. Previously, the WebChat Widget used the default language strings in some error messages. (CXW-232)

---

In the WebChat Widget, with cometd and async enabled mode, you can now send and receive messages after a lost connection is restored. (CXW-231)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.18.

9.0.017.17

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/31/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the SendMessage Widget, the **firstname** value now sends correctly in the sendForm command when **uploadsEnabled** is set to false in the configuration. Previously, in this scenario, the **lastname** value was sent as **firstname**. (CXW-213)

---

In the WebChat Widget, the screen reader now reads the message only once when a new message is received in generic text templates format for Rich Media. Previously, the screen reader read the message twice. (CXW-208)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.16.

9.0.017.16

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/23/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

When using JAWS with widgets, and using the arrow keys to navigate in the form, the screen reader now correctly reads the Genesys logo as "Powered by Genesys logo." Previously, the screen reader did not read the logo correctly. (CXW-233)

---

In the WebChat Widget, when using the JAWS screen reader and receiving the system message to announce the queue position, the message and timestamp are now read separately. Previously, JAWS read the system message and time stamp together, as one item. (CXW-225)

---

In the WebChat Widget, the emoji menu now displays properly in the browser at 400% zoom level. Previously, the emojis were not all appearing in the browser at 400% zoom level. (CXW-218)

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In the WebChat Widget, users are now able to navigate in the emoji button menu using up and down arrow keys in the JAWS screen reader. Previously, the user was not able to navigate to the previous and next elements with up and down arrow keys using JAWS. (CXW-210)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.16.

# 9.0.017.15

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/09/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In WebChat Genesys Mobile Services (GMS) mode, all requests now include **xhrFields**. Previously, **xhrFields** was not included in some of the requests. (CXW-229)

---

In WebChat, the filter for Knowledge Center is now created and set in the cookie only when the filter is configured and fully initialized. Previously, the filter was created for the Knowledge Center even if it was not configured. (CXW-209)

---

Handlebars.js library version is upgraded to 4.7.4, resolving a security issue. (CXW-205)

---

The **title** attribute is now added to the **textarea** element to pass the WCAG 1.3.1 Info and

---

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Relationships (Level A) criteria. Previously, this attribute was not present. (CXW-204)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.15.

# 9.0.017.14

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
01/25/21	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the Callback Widget, the Calendar plugin now correctly generates available time slots. Previously, the Calendar plugin would freeze when a time slot was generated.(CXW-190)

---

In the WebChat Widget, using keyboard navigation now correctly tabs to focus on the Close button in the End Chat dialog box. Previously, the focus was set to the chat container. (CXW-184)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.14.

# 9.0.017.13

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
12/15/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the Callback Widget, Calendar now only highlights the previously selected time slot when it is reopened. The default time slot is no longer also highlighted. (CXW-166)

---

In WebChat, the refresh request after a chat disconnect is now ignored. Previously, this refresh request was processed, resulting in an unexpected error. (CXW-86)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.13.

# 9.0.017.12

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
11/30/20	Update	

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

### What's New

---

A proactive WebChat invite now reliably verifies if there is an active chat session before offering a new chat invite. Previously, in some cases, a second WebChat invite could be offered while a chat session was still active. (CXW-178)

---

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.12.

### Helpful Links

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9.0.017.11

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/23/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the Webchat Widget, using the Firefox browser, the color contrast between the *Type your message here* placeholder text and the background is now adequate. Previously, the color contrast was not adequate, and did not meet the minimum 3:1 contrast ratio. (CXW-167)

---

In the Webchat Widget, when the user performs minimize/maximize actions by pressing **Enter**, the screen reader now reads only the widget status. Previously, the form fields were read by the screen reader whenever the widget was minimized/maximized. (CXW-161)

---

The **WebChatService.getTranscript** command now returns valid transcript data when the chat ends. Previously, the command returned an empty transcript. (CXW-157)

---

### Helpful Links

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In the Callback Widget, form submission is now successful *only* if the date and time are selected along with other required fields when the **immediateCallback** configuration option is set to false. Previously, the user was able to submit the form successfully with the same configuration, without providing the date and time. (CXW-131)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.11.

# 9.0.017.10

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/16/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the WebChat Widget, the **WebChat.minimize** command now works as expected when the **minimized** option is set to false. Previously, the **WebChat.minimize** command was ignored when the **minimized** option was set to false. (CXW-158)

---

### Helpful Links

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### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.10.

9.0.017.09

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/06/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

During a restore, the GMS Async Chat requestNotification operation now includes userData. Previously, userData was missing. (CXW-168)

---

In the WebChat Widget, when users access the VoiceOver screen reader in iOS, unnecessary swipe stops (screen reader focus) on screen reader elements are now removed. Previously, in iOS VoiceOver, when navigating with swipe gestures, extra swipe stops existed for "Emoji picker is opened/closed" and "Type your message here" text area labels. (CXW-144)

---

In the WebChat Widget, "Type your message here" is no longer read by the screen reader (JAWS) when the input container is disabled. Previously, the label was read by the screen reader (JAWS) when navigating with arrow keys, even with the input container disabled. (CXW-141)

---

### Helpful Links

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---

In the WebChat Widget, the aria label on the emoji picker is now removed. Previously, the aria label was present and deemed unnecessary. (CXW-139)

---

The jQuery plugin in Widgets is now migrated from version 3.4.1 to 3.5.1, which relates to security vulnerabilities in version 3.4.1. (CXW-115)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.09.

---

# 9.0.017.08

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
09/18/20	Update	

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

### What's New

This release applies to Genesys Cloud customers only.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.08.

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# 9.0.017.07

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
09/04/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In Widgets, aria-labels and visible text on the buttons are now identical. Previously, they were different in some cases. (CXW-138)

---

URLs in WebChat messages containing special characters are now properly formatted, and display correctly as links. Previously, the URL link was invalid. (CXW-132)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.07.

# 9.0.017.06

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
08/20/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

The following accessibility issues are resolved:

- When the WebChat Widget is minimized, and a new message arrives, the JAWS screen reader now properly announces the arrival and number of new message(s). Previously, the screen reader read the arrival notification improperly.
- The emoji button is now read correctly by the screen reader.
- The focus order is now correctly maintained on the window control icons.
- Disabled content is no longer read by the screen reader. Previously, the text input area was read even if it was disabled.

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- 
- In WebChat, the tab stop for `cx-transcript` has been removed. Previously, the screen reader read all contents of `cx-transcript` when focus was placed on it.
  - Decorative SVG icons and the emoji menu are now correctly read by the screen reader.

(CXW-134)

---

Rich Media messages containing images now consistently display correctly. Previously, when the `imageText` property was missing in the Rich Media JSON for the image, the image couldn't be shown. (CXW-133)

---

In WebChat, the callback handler and `Richmedia.Click` event are now triggered only once on pressing Enter or Spacebar against native HTML actionable elements. Previously, there was an issue publishing the `Richmedia.Click` event multiple times when a native button was triggered with keys such as Enter or Spacebar. (CXW-114)

---

In WebChat transcripts, automatic scrolling to the beginning of a new Rich Media message now functions correctly. Previously, auto-scroll went straight to the end of the message, requiring the user to manually scroll up to see the beginning of the new message. (CXW-40)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.06.

# 9.0.017.05

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/21/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

In the WebChat Widget, the text input area now correctly displays during an active chat. Previously, when restoring a chat, sometimes the text input area was hidden. (CXW-94)

The scheduled callback time now correctly processes when using the custom registration form with custom input validation in the Callback Widget. Previously, the callback was scheduled as soon as possible and not at the requested time. (CXW-74)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.05.

9.0.017.04

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/08/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The Agent typing indicator now correctly appears in Internet Explorer 11 and Edge browsers. Previously, the typing indicator in the UI was slightly obscured. (CXW-53)

---

In WebChat, the Agent typing indicator now correctly displays. Previously, there would sometimes be duplicate typing indicators shown in the WebChat when the agent is typing normally. (CXW-51)

---

In WebChat, when attempting to start a chat across multiple browser tabs, the chat session now correctly resumes. Previously, a new chat could be started instead of restoring the active chat

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---

session present in a different browser tab. (CXW-38)

---

In WebChat, markdown processing is now correctly applied only to messages sent from the business (bot or agent) to the end-user. Previously, markdown processing was applied to all messages. (CXW-37)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.04.

# 9.0.017.03

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/26/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The data-icon configuration option in the chatButton.template now functions properly. Previously, it showed the chat icon irrespective of the preferred configured data-icon. (CXW-20)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.03.

# 9.0.017.02

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/11/20	Update	

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

### What's New

This release applies to Genesys Cloud customers only.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.02.

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# 9.0.017.01

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/08/20	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:

- The Cookies **sameSite** attribute default value is set to `strict`.

### Resolved Issues

This release contains no resolved issues.

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.01.

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#### Product Documentation

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# 9.0.017.00

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/15/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Widgets has improved compatibility with iOS VoiceOver swipe controls to keep focus within the WebChat widget while it is running in full-screen mobile mode. Previously, the cursor moved outside the widget to the background page. (CXW-49)

Widgets no longer causes excessive CPU usage in iPhones. Previously, there was a problem with a runaway loop that could cause excessive CPU usage when running Widgets in Safari browsers. (CXW-52)

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---

Pressing the space bar in the SendMessage registration form now adds a space rather than attempting to submit the form. Previously, pressing the space bar while filling out the registration form would submit the form rather than enter a space into the input field. (CXW-22)

---

In the WebChat registration form, the correct field is now the focus after closing a validation error. Previously, the wrong input field would be highlighted and focused after a validation error when submitting the WebChat registration form. (CXW-23)

---

Widgets has an improved outline thickness on focusable elements to increase contrast for accessibility requirements. Previously, the outline thickness was not sufficient, causing accessibility issues. (CXW-50)

---

Filtered messages now has no effect on Rich Media. Previously, there was an issue where incoming filtered messages could dismiss Quick Replies. (CXW-25)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.017.00.

---

# 9.0.016.16

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/31/20	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:

- Genesys Widgets has been optimized for accessibility on the web, adhering to and meeting the **WCAG 2.1 Level AA** standard. Changes include keyboard accessibility, color contrast, font size adjustments, screen reader support, and more. For more detailed information, visit the new **Accessibility** section in our Genesys Widgets Deployment Guide. (CXW-2671)

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### Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.16.

---

# 9.0.016.07

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
02/14/20	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:

- Expanded WebChat's markdown implementation to support setting the target for links by following this expanded syntax:

```
[Genesys](http://www.genesys.com{{target="_self"}})
```

(CXW-2769)

### Helpful Links

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### Resolved Issues

This release contains the following resolved issues:

---

WebChat Widget now displays properly when multiple messages are sent. Previously, the message

---

---

timestamp could overlap the avatar of the next message when one rich message appears immediately after another rich message. (CXW-2804)

---

WebChat Widget now displays a download button when a supervisor attempts to send an attachment. Previously, files sent by a supervisor did not present a download button to the customer. (CXW-2793)

---

WebChat Event Lifecycle now treats Bots as agents so that the **WebChat.completed** event is published after the customer ends the chat with a Bot. Previously, when the customer ended the chat, **WebChat.cancelled** was published. (CXW-2792)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.07.

# 9.0.016.03

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
02/05/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Resolved an issue found in release **9.0.016.02** where Quick Replies would not appear if sent without a text message. (CXW-2800)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.03.

9.0.016.02

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
01/31/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Corrected an issue where existing Quick Replies would not appear in the transcript when restoring a chat after a refresh or page navigation is initiated. (CXW-2697)

---

Updated display of Rich Messages within WebChat to include avatar, name, and timestamp of the sender. (CXW-2621)

---

A new configuration option, **enableHTML (boolean)**, was added to KnowledgeCenterService, which

---

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---

enables the Search Widget and Chat Deflection plugins to render HTML content. This option is set to false by default, which causes KnowledgeCenterService to fetch content in plain-text only. (CXW-2165)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.02.

9.0.016.00

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
01/17/20	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:

- WebChat Widget now supports a new **Customizable Emoji Menu** through configuration. (CXW-2563)

### Resolved Issues

This release contains the following resolved issues:

---

WebChat Widget now sends RichMedia reply messages in the correct format expected by Genesys Mobile Services (GMS). Previously, in CometD mode, the reply actions on certain RichMedia user interface elements had no effect. (CXW-2734)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.016.00.

---

# 9.0.015.19

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
01/03/20	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Removed a library that could cause a JavaScript runtime exception on certain website configurations. (CXW-2750)

---

### Helpful Links

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.19.

# 9.0.015.18

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
12/24/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The WebChat Widget no longer freezes when starting a CometD chat. Previously, when starting a chat with invalid data, WebChat couldn't respond and occasionally would freeze. (CXW-2701)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.18.

# 9.0.015.11

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
11/29/19	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:

- The new Offers Widget is now redesigned and available with the **Engage** plugin, which supports multiple layouts and rendering options. (CXW-2423)

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### Resolved Issues

This release contains the following resolved issues:

Callback, and other Widgets, now display correctly on mobile devices. Previously, while a Widget was opened and minimized on a mobile device, opening a new Widget didn't display anything. (CXW-2680)

The WebChat Widget now avoids making duplicate start chat requests when starting a new chat session. Previously, multiple start chat API requests were made when opening WebChat in lazy load mode, along with autosubmit. (CXW-2673)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.11.

---

# 9.0.015.08

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
11/12/19	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:

- Widgets has been **localized** into Dutch. This language support is integrated into the Installation Package; there are no separate Language Packs to install. (CXW-2628)

### Resolved Issues

This release contains the following resolved issues:

---

The Send Message Widget now always publishes the form submitted event irrespective of submission status. Previously, it was published only when the form was successfully submitted. (CXW-2623)

---

Adding new lines in WebChat messages now works properly using Shift + Enter. Previously, new lines in messages would not display properly in the transcript when markdown was disabled. (CXW-2622)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.08.

---

# 9.0.015.07

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
11/06/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The WebChat Widget now displays the size of the file uploaded by the agent. Previously, the file size did not appear in the agent's message. (CXW-2601)

---

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.07.

# 9.0.015.02

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
10/11/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The character count of the WebChat Widget now listens to mouse events and correctly updates the remaining character count when pasting text using the mouse. Previously, the remaining character count was not updating correctly. (CXW-2576)

---

WebChat Widget now avoids making any duplicate file download requests. Previously, in some cases, the file downloaded twice when the user clicked the download button. (CXW-2574)

---

Error messages due to file upload failure now display correctly. Previously, after a page refresh, the

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file upload failure error was not shown. (CXW-2587)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.015.02.

# 9.0.014.13

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
09/27/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

Chat Deflection can now detect when a bot has been connected and then disable itself. Previously, it failed to turn off when a chat bot connected. (CXW-2547)

Any mouse or keyboard activity on WebChat now cancels an idle chat warning state. Previously, only a few select activities could cancel this state. Idle chat warning state is canceled by sending a custom notice to the server. For this to work, **[inactivity-control] include-notices=all** must be set in Chat Server configuration. (CXW-2545)

WebChat's character counter now correctly resets after clicking **Send** and the focus returns to the

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---

text area. (CXW-2546)

---

WebChat now correctly re-establishes connection after going offline when using WebSockets in CometD mode. Previously, messages sent after a connection restore did not always appear in the WebChat widget. (CXW-2530)

---

SVG spinner animation now functions as expected on Safari browsers of iOS devices. Previously, on some Safari browsers, the spinner appeared as a static icon. (CXW-2524)

---

WebChat Widget now correctly sends emojis and text messages when using the **maxMessageLength** configuration property. Previously, if the last character in a message using the maximum character length was an emoji, the customer wouldn't receive the message. (CXW-2496)

---

SVG graphics now render properly in Safari browsers. Previously, in some cases, SVG graphics were improperly scaled. (CXW-2492)

---

WebChat no longer counts sent messages as new incoming messages when a chat window is minimized. Previously, in some cases, WebChat incorrectly counted a sent message as a new unread message if the client sent the message and minimized the chat window simultaneously. (CXW-2550)

---

Async WebChat now correctly shows End Chat and Close Window options. Previously, an Async WebChat session could not close or end with an Idle Alert message present. (CXW-2558)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.13.

# 9.0.014.09

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
09/06/19	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:

- WebChat metadata now contains a unique **lifecycle id property**. This helps identify a Chat session instance and its associated events. (CXW-2457)
- **Widgets has been localized** into the following languages: Spanish, Finnish, French, Italian, Japanese, Korean, Norwegian, Polish, Brazilian Portuguese, Swedish, Thai, Turkish and Chinese. Language support is integrated into the Installation Package; there are no separate Language Packs to install. (CXW-2420)
- WebChat Widget now supports adding new lines in the input text area using the Shift+Enter key combination. (CXW-2398)
- WebChat Widget now supports a Chat Bot avatar icon with Genesys Engage Chat. (CXW-2186)
- Added new **pluginMap** configuration option for CXBus that allows you to override the target JS files for a given plugin namespace. CXBus loads the configured JS files from the **pluginMap** option instead of from the default location. This can be used to replace a standard widget with your own or to disable a widget entirely by mapping it to false. This feature only works when you utilize the **Lazy-Loading** method of running and loading Genesys Widgets. If you use the all-in-one bundle, you cannot override the plugins included in the bundle. (CXW-2067)

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## Resolved Issues

This release contains the following resolved issue:

---

Callback Widget now supports the localization of an office closed error message. Previously, this type of error code response could not be localized. (CXW-2436)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.09.

## Supported Languages

The following languages are supported by this release:

- Spanish
- Finnish
- French
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Brazilian Portuguese
- Swedish
- Thai
- Turkish
- Chinese

9.0.014.06

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
08/09/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

In the Callback Widget, the selected **Immediate callback** option is now correctly sent in the request. Previously, after selecting a date and time and then switching back to the Immediate Callback option, the previously selected date and time continued to be sent in the request. (CXW-2436)

---

The **Access code** text label now displays properly in the ClickToCall Widget, based on the configuration option **\_provideAccessCode\_**. Previously, on a page refresh, the text label would display even when it was configured not to display. (CXW-2432)

---

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---

The **Estimated wait time** 'Available' status now correctly displays in the ChannelSelector Widget. Previously, the 'Available' status did not display when the wait time was 0. (CXW-2430)

---

Cookie values are no longer duplicated in the WebChat Widget. Previously, when navigating between pages during an active WebChat session, certain cookie values of the WebChat Widget were duplicated in the browser. (CXW-2428)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.06.

---

# 9.0.014.05

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/26/19	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:

- **Widgets has been localized** into the following languages: French, German (Germany). Language support is integrated into the Installation Package; there are no separate Language Packs to install. (CXW-2261)
- The SendMessage Widget now supports **custom form input fields**. They are sent as key value pairs in the request under userData. (CXW-2350)
- The WebChat markdown feature can now be enabled or disabled using the markdown configuration option.

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### Resolved Issues

This release contains the following resolved issues:

---

---

File uploads in WebChat are now functioning properly. Previously, when uploading larger files, WebChat would display the error message, The file could not be sent, even though file was uploaded. (CXW-2426)

---

Network interruptions are now properly handled when using WebChat with CometD. Previously, when WebChat was restored after a short network disconnection, new chat messages would not display. (CXW-2413)

---

UserData from GWE notification is now propagating properly into the WebChat Widget. (CXW-2412)

---

Custom defined strings in the WebChat Widget can now be localized. Previously, custom defined strings for System Messages would not display. (CXW-2409)

---

Session inactivity messages now display when the WebChat Widget is minimized. (CXW-2406)

---

Fetching previous Chat history messages using the keyboard now only happens when using the UP arrow and PAGEUP keyboard keys. Previously, some minor scrolling would happen even with normal characters keys, resulting in the Chat transcript needlessly fetching previous messages. (CXW-2363)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.05.

## Supported Languages

The following languages are supported by this release:

- French
- German (Germany)

# 9.0.014.00

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
07/03/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

An estimated wait time alert icon is no longer displayed for unavailable channels in the ChannelSelector widget. (CXW-2373)

---

The mobile device browser detection when using the Common.getBrowserandOS() method has been corrected and enhanced. (CXW-2367)

---

The Calendar.showAvailability command now works as expected, allowing proper updates to Calendar timeslots. (CXW-2360)

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Alert dialog boxes in the Callback Widget can now be dismissed. Previously, on some IOS devices, Widget controls were disabled when a dialog box was displayed. (CXW-2284)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.014.00.

# 9.0.013.06

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/24/19	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 a new avatar icon for chat bots to WebChat. (CXW-2105)
- Added support for **Markdown text formatting** in WebChat. (CXW-2104)

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### Resolved Issues

This release contains the following resolved issues:

The colors of the Warning and Alert icons for the Estimated Wait Time now display correctly in Channel Selector. (CXW-22370)

---

For RichMedia with Genesys Engage, the text property value in the Quick Replies JSON is now shown as a text message. Previously, the parent text property under the standard message JSON was used. (CXW-2356)

---

When using the soft scrollbar in the Async WebChat window, the user scroll is now properly detected. Previously, old messages could not be fetched when scrolling. (CXW-2341)

---

Corrected styling of error messages in the SendMessage widget to make it consistent with other widgets. (CXW-2338)

---

Fixed the link to launch Co-browse from the CallUs widget. Now it correctly starts a Co-browse session when the link is clicked. (CXW-2337)

---

The input label "When should we call you?" in Callback Widget now displays correctly. Previously, in some scenarios, this label would not display. (CXW-2326)

---

When a Chat is ended due to user inactivity, the "idle close" message now displays as expected. (CXW-2295)

---

Localization text is now available for the Wait Time units in the Channel Selector plugin. (CXW-2279)

---

## Upgrade Notes

The HTML structure of WebChat messages has changed from `div > p > span` to `div > div > div` to support markdown formatting. If your WebChat messages use custom CSS styles, please confirm your styles are still correctly applied. If not, review your CSS selectors. Best practices dictate that HTML element types not be used in CSS selectors when styling Genesys Widgets. Instead, use only the class names applied to each element. The following classes are applied to the elements in question: `cx-message > .cx-bubble > .cx-message-text`.

---

# 9.0.013.03

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
06/07/19	Update	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Widgets Lazy Load bundles now integrate properly with websites that use Webpack. Previously, in certain instances, errors in the console would appear when using Webpack. (CXW-2317)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.03.

---

# 9.0.013.02

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/24/19	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:

- Invites created by the Engage plugin can now be programmatically revoked after they have been presented. (CXW-2288)
- WebChat Widget can now restore in a minimized state during a new page load on mobile devices. (CXW-2277)
- A new **configuration option**, **cookieOptions**, has been added that enables you to modify Widgets cookie options at the global level. (CXW-2251)

### 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:

---

In WebChatService, the **AgentConnected** and **AgentDisconnected** events are now always correctly published. (CXW-2303)

---

The Callback and ClicktoCall widgets now correctly display the form when maximized. Previously,

---

---

when maximized to full screen after device re-orientation, the form was not displayed. (CXW-2285)

---

In mobile devices, the Callback Widget now correctly shows only the available time slots when **hideUnavailableTimeSlots** configuration option is enabled. Previously, this configuration option in the Calendar plugin was ignored and the unavailable time slots were still displayed. (CXW-2276)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.013.02.

# 9.0.012.01

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/21/19	Update	

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

### What's New

This release includes the following new feature:

- New RichMedia type: **Single Selection Lists**. Single Selection Lists are visually similar to standard non-selectable Lists but each list item has a radio button for making a selection as well as a **Submit** button below the list. Users can select only one list item from the list and submit their selection as a textback. (CXW-2065)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

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#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

Fixed an issue where the spacebar or enter keys would not activate the WebChat's send button. (CXW-2267)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.012.01.

# 9.0.011.01

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/14/19	Hot Fix	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The WebChat.submitted event now contains the form metadata object. Previously, the form data was missing in the submitted event. (CXW-2275)

---

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.01.

---

# 9.0.011.00

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
05/10/19	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 feature and enhancement:

- WebChat now supports multiple rich messages inside a horizontal **carousel view**, allowing more than one rich message template to be shown in a single message. This new carousel view also allows you to easily navigate between each rich message using the left and right navigation arrows. (CXW-2066)

### 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 issue:

---

In the WebChat Widget, users no longer have to click multiple times to insert emojis or add attachments. Previously, on some iOS devices, users had to click more than once on these icons before the click was detected by WebChat. (CXW-2180)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.011.00.

# 9.0.010.04

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
04/24/19	Hot Fix	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issue:

---

Markdown formatted text for List items now displays correctly in the WebChat Widget. Previously, formatted text appeared as plain text. (CXW-2241)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.04.

# 9.0.010.02

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
04/17/19	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:

- Widgets are now available via new **Public Content Delivery Network (CDN) regional URLs**. The previous CDN URLs are deprecated and are no longer accessible. Customers must migrate to new CDN URLs, as the legacy URLs at app.genesys.cloud are now disabled, and will not be kept up to date with any later versions. (CXW-2145)

### 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:

Callback Widget now correctly displays one error dialog box at a time. Previously, in some cases, multiple dialog boxes would appear at the same time. (CXW-2224)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.010.02.

9.0.009.06

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/27/19	Hot Fix	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Localization strings are now correctly applied to the chat invite triggered by the command `WebChat.invite`. (CXW-2182)

---

The Chat Widget no longer auto-zooms in the iOS mobile Safari browser when a user taps on any input field. (CXW-2158)

---

### 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](#)

### Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.06.

---

# 9.0.009.04

## Widgets Release Notes

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

Release Date	Release Type	Restrictions
03/21/19	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:

- WebChat's GMS REST mode now utilizes dynamic polling instead of a fixed 3-second poll rate. The poll rate increases when the user sends messages and decreases over time as they become idle. This increases responsiveness for the user without overburdening the server. (CXW-2167)
- Support for **Markdown text formatting** is added to Rich Messages, following the CommonMark Spec. Support is limited to the Generic and List template description areas. (CXW-2095)
- **Offers Widget** is updated with new features, layouts, and improvements. (CXW-1936)

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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## Resolved Issues

This release contains the following resolved issues:

---

Quick replies now displays both the text and the corresponding quick replies properly for a message in the WebChat Widget. Previously, in some cases, the quick replies were missing and only the text would appear. (CXW-2168)

---

Chat arrow bubbles and messages now display correctly in the WebChat Widget during an active chat session. Previously, in some cases, they appeared misaligned. (CDW-2162)

---

The Chat Widget no longer auto-zooms in the iOS mobile Safari browser when a user taps on any input field. (CXW-2158)

---

WebChat Widget in CometD mode now correctly works in an Internet Explorer 11 browser. Previously, a chat connection could not be established in this browser due to an unsupported third-party CometD library version. (CXW-2157)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.009.04.

# 9.0.008.04

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
02/04/19	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:

- This version only includes new features that are specific to Genesys Engage cloud APIs.

### 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:

WebChat with GMS CometD API now restores correctly after going offline. Previously, when WebChat Widget would disconnect and reconnect to the network during an active chat session, the chat session would not restore. (CXW-2130)

Fixed an issue where Quick Replies would not appear due to a JavaScript error. Previously, the error "SCRIPT438: Object doesn't support property or method 'toLowerCase'" would appear when attempting to generate quick replies. (CXW-2077)

WebChat bubble arrows are now displaying correctly by properly pointing to either the Agent or the Customer in the active Chat transcript window. Previously, the bubble arrows were slightly misaligned. (CXW-2071)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.008.04.

# 9.0.007.09

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
01/28/19	Hot Fix	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Callback Calendar time slots now display correctly based on the availability. Previously, when choosing between days, some of the available time slots were shown as disabled. (CXW-2124)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.09.

# 9.0.007.08

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
01/03/19	Hot Fix	

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

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

Widgets now displays the WebChat Widget correctly when it receives the appropriate Genesys Web Engagement notifications. Previously, for some Web Engagement notification events, the WebChat Widget would not be displayed. (CXW-2075)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.007.08.

# 9.0.007.07

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## 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.

# 9.0.006.02

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions
10/25/18	General	

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:

- This release of Widgets introduces support for **Quick Replies**, as part of Rich Messaging Templates. Quick Replies are predefined visual elements (chips) offered to users during a Chat session, and act as a shortcut for textual answers.
- Genesys Widgets now supports **Deployment IDs**. This allows you to specify multiple configurations, each with a unique deployment ID that prevents cookies and other session data from carrying over to a page with a different deployment ID. For example, you can use one deployment ID for your public site and one deployment ID for users who are logged in, to prevent an authenticated chat from restoring after the user logs out.

### 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:

---

---

---

Callback Widget now correctly shows the selected country code for the phone number field. Previously, deleting a phone number from the callback entry would also remove the country code and it could not be re-added. (CXW-1828)

---

Cross-browser compatibility has now been optimized for Callback Widget. (CXW-1889)

---

The `originalMessage` sub-property now contains the original, unaltered message data from the server. Previously, the event `WebChat.messageReceived` returned the wrong value for the sub-property. (CXW-1907)

---

## Upgrade Notes

- If you are subscribing to the `WebChat.messageReceived` event and are reading the value of the sub-property `originalMessage` from its return data, this value has changed to contain the original unaltered JSON message object from the server.

# 9.0.005.00

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/26/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- New `x-api-key` header is added to the list of configurable headers.

### 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:

Improved WebChatService to pass the correct configured headers when using CometD. (CXW-1824)

Corrected issues in the Offers Widget to make it function according to its configuration documentation. (CXW-1815)

Corrected an issue where the Search Widget would send unnecessary HTTP GET requests when knowledgecenter option was not configured. (CXW-1785)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.005.00.

# 9.0.004.03

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/05/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- Genesys Widgets now supports fetching **estimated wait time (EWT)** for a single virtual-queue or for a group of virtual-queues.
- A **fully qualified domain name (FQDN)** is no longer required for cookies to persist across page refreshes. Test environments like 'localhost' or direct IP addresses are now compatible with our cookies. Previously, cookie-based features like WebChat restore did not function on a site without a FQDN.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

The Authorization header is now passed correctly when lazy-loading Genesys Widgets. (CXW-1793)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.004.03.

# 9.0.003.03

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/27/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- Genesys Widgets can now automatically lazy-load plugins from separate files, instead of loading one large file containing all plugins.
- Improved scrollbar usability across platforms.
- A new **"before()"** method in CXBus plugins allows you to trigger actions before a chosen command executes, manipulate options passed to the command, or block execution of the command.
- The Toaster plugin has a new event, **Toaster.opened**, that is published when a toast is opened.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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### Resolved Issues

This release contains the following resolved issues:

---

The **SendMessage** widget now correctly displays the **OK** button in alert dialogs. Previously, this button might have displayed as **EmailOk**. (CXW-1735)

---

JavaScript *use strict* mode no longer triggers an error when using a dropdown in a custom form.

---

---

(CXW-1734)

---

This release disables the **plugins** configuration array in **\_genesys.widgets.main**. Previously, using this array might have caused unexpected JavaScript errors. (CXW-1731)

---

Dropdowns and textareas no longer reset to text inputs when using the custom form feature. (CXW-1710)

---

Genesys Widgets now correctly collects and transmits user agent details for Microsoft Internet Explorer 10/11 and Edge browsers. This allows chat sessions to receive more accurate user agent details for these browsers. (CXW-1697)

---

## Upgrade Notes

If you have any custom CXBus plugins or extensions, you must update them by adding an additional line at the end of your code to **mark your plugin** ready. If you do not do this, any commands you've registered in your plugin/extension will not execute. If you have not registered any commands, this change will not affect you.

### Example

```
var oMyPlugin = CXBus.registerPlugin("MyPlugin");
oMyPlugin.registerCommand("test", function(e){
    console.log("MyPlugin.test", e);
    e.deferred.resolve();
});
oMyPlugin.subscribe("WebChat.opened", function(){
    console.log("WebChat.opened event");
})
// Tell CXBus your plugin's commands are ready
oMyPlugin.ready();
```

# 9.0.002.06

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- The new **Engagement Widget** is now available to support use cases for Proactive Engagements triggered by Altocloud.
- Each widget now publishes a new **Interaction Lifecycle Event** (“submitted”) whenever a form is submitted by a visitor. This event includes standard lifecycle metadata including the **Form Registration** data submitted by a visitor when starting a new interaction (WebChat, SendMessage, Callback, and ClickToCall). This can be used for more accurate client-side JavaScript logic alongside other Interaction Lifecycle Events published by Widgets.
- The **Authorization header** sent by WebChat over HTTP(s) can now be configured to support an organization’s security and authentication gateways. Support includes standard REST mode and CometD (long-polling) mode. Authorization Header is not supported over WebSockets transport.
- Introduced support for Knowledge Center 9.0, in addition to Knowledge Center 8.5.
- **Asynchronous Chat mode** was added to the WebChat and WebChatService plugins. This mode allows for chat sessions to be started, left, and continued at a later time. To support async mode, chat session data must be stored and restored by the host website, according to the host's security policies and capabilities.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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## Resolved Issues

This release contains the following resolved issues:

---

In order to maintain backward compatibility in the new Callback Widget, re-introduced a feature which enables the display of the **Immediate Callback** option if the Estimated Waiting Time (EWT) falls within the range of the defined threshold. (CXW-1584)

---

The EWT display no longer becomes hidden in certain instances. Previously, when prefilling the ClickToCall form using the **ClickToCall.open** command, the display might become hidden. (CW-1533)

---

The Launcher sample page has been updated to include the ClickToCall widget. (CXW-1529)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.002.06.

# 9.0.001.04

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/11/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- The **KnowledgeCenterService** widget now exposes **API events** used for monitoring and acting on the knowledge activities executed by the customer.
- The new **ClickToCall** widget allows customers to request a phone number to dial the customer service, and optionally an access code to enter as dual-tone multi-frequency (DTMF). The phone number offered to customer is dynamically generated by Genesys Mobile Services and, once dialed, makes the customer context collected on the web page available to the routing application and agent desktop.

**Note:** Genesys Mobile Services must be configured with a Callback Service with the following minimal settings:

```
_call_direction = USERORIGINATED
_wait_for_agent = false
```

See **Voice - User Originated** for additional tuning; specifically, the `_provide_code` option.

- The **Callback** Widget is now redesigned to appear as docked in the bottom-right of the web page for desktop browsers. Additionally, you can **customize labels and input fields** in the registration form so they can be propagated as Key Value Pairs (KVP) to the Callback API.
- The **Offers** Widget now provides an option to use **client-side localization**.

### Helpful Links

#### Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

#### Product Documentation

- [Genesys Widgets](#)

#### Genesys Products

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## Resolved Issues

This release contains the following resolved issues:

---

Fixed URL messages displayed in WebChat. Previously, in certain instances, WebChat was truncating part of the URL text. (CXW-1514)

---

Fixed an issue in custom forms where the check box input type was not sending the appropriate selected value. Previously, even though the **Send transcript** check box was deselected, Widgets would still send the user data. (CXW-1391)

---

Reduced the length of SendMessage localization key names. (CXW-1367)

---

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.001.04.

# 9.0.000.10

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/18	Hot Fix		Platform Independent			

### What's New

This release includes only resolved issues.

### Resolved Issues

This release contains the following resolved issues:

---

The ChannelSelector Widget now properly hides the unavailable channels in mobile mode. Previously, in mobile mode, when the Estimated Waiting Time for a channel was set to a value greater than its maximum threshold value configured, ChannelSelector would not hide the channel. (CXW-1353)

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The Callback Widget now properly displays the available time slots in mobile mode. Previously, clicking **Today** would not correctly display the available time slots for that day. (CXW-1341)

---

### 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](#)

## Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.10.

# 9.0.000.08

**9.x Widgets** is part of 9.x starting in **8.5.006.07**.

## Widgets Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/07/18	General		Platform Independent			

### What's New

This release contains the following new features and enhancements:

- The new **Offers Widget** is now available to offer advertising or marketing content to site visitors, and redirect to the appropriate URL. Multiple content layouts are available, including the capability to show text, images, and embed video from external sources such as YouTube and Vimeo.
- Widgets is updated with new, improved Agent icon.
- Search Widget is updated with new, improved icon.
- The new design of the Chat Widget provides improved usability:
  - New input area and Send button to submit new messages
  - Easier access to in-app Chat features like File Transfer, Emojis and Co-browse
  - New Chat avatars and Chat bubbles layout
  - Improved Inactivity Timeout handling
  - New character counter which highlights when 10 or fewer characters remain

### Helpful Links

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- [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:

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Improved error messages in the Callback Widget. Previously, in certain instances, the Callback Widget was not displaying the error dialog box. (CXW-1306)

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Improved ESC key accessibility in the Callback Widget. Previously, in certain instances, the Widgets UI would disappear after pressing the ESC key. (CXW-1302)

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Optimized callback scheduling in the Callback Widget. Previously, in the Callback widget, when "As soon as possible" was selected, the variable `_desired_time` was wrongly sent to the server in the network request. (CXW-1283)

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Corrected the display of the Emoji menu after restoring chat. Previously, in certain instances, the use of emojis was enabled when reconnecting after a connection was lost, even though this feature was not enabled in the configuration. (CXW-1257)

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## Upgrade Notes

Welcome to Genesys Widgets 9.0! This release includes many new features and improvements to Genesys Widgets and we encourage you to upgrade from your 8.5.x release to 9.0.000.08 as there are no special procedures required to do so.