GENESYS

Widgets

9.0.017.16

5/11/2025

Contents

9.0.017.16

Widgets Release Notes

9.x

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)

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

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.