GENESYS™

EX Engage Connector

Release Notes 100.0.x

1/7/2025

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EX Engage Connector 100.0.x Release Note

This Release Note applies to all 100.0.x releases of EX Engage Connector. This product consists of the following services:

- Agent State Sync Service (EXAS)
- Configuration Sync Service (EXCS)
- Conversation Provider Service (EXCP)
- Operations Service (EXOP)
- Recording Provider Service (EXRP)

> ### Important
> EXEC services are supported only on Linux platform.

Related Resources

For additional information about EX Engage Connector, see the following documentation:

- The documentation related to this software is available from the EX Engage Connector page.
- The *EX Engage Connector Deployment Guide* provides details about installing and configuring EX Engage Connector.

Release Notes for other Genesys components are available here.

EX Engage Connector Agent State Sync Service

This article provides details about all 100.0.x releases of EX Engage Connector Agent State Sync Service.

- January 07, 2025 (100.0.100.07)
- July 19, 2024 (100.0.100.06)
- July 28, 2023 (100.0.100.04)
- July 14, 2023 (100.0.100.03)
- Third Party Limitations

January 07, 2025 (100.0.100.07)

What's New

- Third-party libraries are updated to address security vulnerabilities. (CCEOPS-194)

July 19, 2024 (100.0.100.06)

Resolved Issues

- The Quarkus framework is upgraded to 2.6.12 and other third-party dependent libraries to newer versions. (CCEASS-262)

July 28, 2023 (100.0.100.04)

Resolved Issues

- The agent status sync between Genesys Cloud and Engage is improved. Previously, if an agent (created in Engage) was deleted in Genesys Cloud, The agent presence was not synced correctly if that agent was recreated in Engage. (CCEASS-248)

July 14, 2023 (100.0.100.03)

What's New

- This is the initial release of EX Engage Connector Agent State Sync Service (EXAS).

Third Party Limitations

- EXAS service uses the third-party Jakarta library. As per its license recommendations, customers may modify this library in an additional image layer, but Genesys is not obligated in any way to support problems that may be introduced by this additional image layer.

EX Engage Connector Configuration Sync Service

This article provides details about all 100.0.x releases of EX Engage Connector Configuration Sync Service.

- January 07, 2025 (100.0.100.16)
- October 25, 2024 (100.0.100.13)
- July 19, 2024 (100.0.100.12)
- December 15, 2023 (100.0.100.08)
- November 16, 2023 (100.0.100.07)
- August 30, 2023 (100.0.100.06)
- August 23, 2023 (100.0.100.05)
- July 28, 2023 (100.0.100.04)
- July 14, 2023 (100.0.100.03)
- Known Issues

January 07, 2025 (100.0.100.16)

What's New

- Third-party libraries are updated to address security vulnerabilities. (CCEOPS-194)

October 25, 2024 (100.0.100.13)

Resolved Issues

- EXEC reads STA configuration parameters related to transcription, program, and language defined both at the Org and ACD queue levels from GC and applies them to the metadata of Engage recordings injected to GC to comply with the required GC STA processing. Previously, EXEC used only its own default STA parameters for all injected recordings. (CCECS-580)

July 19, 2024 (100.0.100.12)

What's New

- EXCS now supports resource synchronization on multiple folders. The parameter SYNC_CUSTOMER_FOLDER_NAME, now supports a comma-separated list of folders which all will be synced. (CCECS-574)

Resolved Issues

- If a User Name of an Engage Person does not have a valid email format but has a valid email in either Employee ID or E-Mail fields and this user which is synced to GC will continue to be in the active state after a complete restart of Config Sync Service or restart of Redis, previously in the above scenarios the GC user goes into Inactive state. (CCECS-509)

December 15, 2023 (100.0.100.08)

What's New

- VQ DNs created under different Engage switches may have the same name. GC EX ACD queues must have unique names. To guarantee the unique queue names, EXCS adds the name of the switch as a suffix to the name of the queue during Queue mapping. The new ACD Queue format seen in Genesys Cloud will be <ENGAGE_QUEUE_DN_NAME>__<ENGAGE_SWITCH_NAME>__Engage-external.

Resolved Issues

- EXCS adds the name of the switch as a suffix to the name of the queue, previously it did not adding the switch name while queue mapping. (CCECS-528).

August 30, 2023 (100.0.100.06)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Oracle databases. (CCECS-479)

November 16, 2023 (100.0.100.07)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Microsoft SQL databases. (CCECS-547)

August 30, 2023 (100.0.100.06)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Oracle databases. (CCECS-479)

August 23, 2023 (100.0.100.05)

Resolved Issues

- EXEC Config Sync service will sync only Virtual Queue DNs to Genesys Cloud. Previously, the DNs of types *ACD Queue*, *Routing Point*, *Virtual Queue*, and *Routing Queue* were mapped as ACD Queue objects and synced to Genesys Cloud. (CCECS-533)

July 28, 2023 (100.0.100.04)

Resolved Issues

- The Health API now returns a 200 OK response only when the dependent services are connected successfully; otherwise it returns a 503 response. Previously, the Health API would indicate a success even if dependent services like Config DB, Redis, and Genesys Cloud cannot be connected. (CCECS-499)

July 14, 2023 (100.0.100.03)

What's New

- This is the initial release of EX Engage Connector Configuration Sync Service (EXCS).

Known Issues

- When using folder sync with SYNC_CUSTOMER_FOLDER_NAME, when objects are moved from one folder to another, EXCS restart is required to sync the objects in the new folder.
- EXCS doesn't re-create a mapped configuration object in the EX Org if this object is manually deleted. (CCECS-503)
- EXCS doesn't remove an ACD queue in the EX Org if a corresponding DN is deleted in the Engage configuration. Instead, EXCS only unlinks the existing mapped members from such ACD queue in the EX Org. (CCECS-463)

> ## Important
>
> If an object mapped from the Engage configuration is deleted in EX Org, then this object is not re-created in the EX Org. The objects, are deleted in EX Org, may be re-mapped from the Engage configuration only after the clearing of the Redis cache and restarting of the Config-Sync service.

EX Engage Connector Conversation Provider Service

This article provides details about all 100.0.x releases of EX Engage Connector Conversation Provider Service (EXCP).

- January 07, 2025 (100.0.100.16)
- October 25, 2024 (100.0.100.15)
- June 27, 2024 (100.0.100.14)
- May 27, 2024 (100.0.100.13)
- April 5, 2024 (100.0.100.12)
- March 4, 2023 (100.0.100.11)
- December 15, 2023 (100.0.100.10)
- September 29, 2023 (100.0.100.07)
- August 23, 2023 (100.0.100.06)
- July 28, 2023 (100.0.100.05)
- July 14, 2023 (100.0.100.04)
- Known Issues

January 07, 2025 (100.0.100.16)

What's New

- Third-party libraries are updated to address security vulnerabilities. (CCEOPS-194)

October 25, 2024 (100.0.100.15)

Resolved Issues

- EXEC reads STA configuration parameters related to transcription, program, and language defined both at the Org and ACD queue levels from GC and applies them to the metadata of Engage recordings injected to GC to comply with the required GC STA processing. Previously, EXEC used only its own default STA parameters for all injected recordings. (CCECP-910)

June 27, 2024 (100.0.100.14)

What's New

- EXCP now supports the collection of recording metadata from the GIR service and passes it to the EX Recording Provider (EXRP) when a voice interaction ends. (CCECP-793)

May 27, 2024 (100.0.100.13)

What's New

- EXCP now supports passing of Speech and Text Analytics (STA) metadata to the EX Recording Provider (EXRP) when a voice interaction ends. (CCECP-794)

> ### Important
>
> The STA feature is supported only for the default language and program only.

April 5, 2024 (100.0.100.12)

What's New

- EXCP now supports the collection of recording metadata and passing it to the EX Recording Provider (EXRP) when a voice interaction ends. (CCECP-669)

March 3, 2024 (100.0.100.11)

What's New

- EXCP now supports the injection of events from multi-site Engage deployments for all Inter Server Call Control (ISCC) transaction types supported by SIP Server. (CCECP-800)

> ### Important
>
> The call overflow (COF) feature is not yet supported.

Resolved Issues

- Wrap-up codes are now reported correctly in GC EX Org. Previously, in the case of predictive outbound campaign calls, wrap-up codes were reported incorrectly in GC EX Org. (CCECP-708)

- Conversations are reported correctly in GC EX Org for calls traversing multiple routing point DNs. Previously, the corresponding GC conversation may be marked as *Abandoned* and/or only part of the Engage call was represented in the GC conversation. (CCECP-642)

- When an agent performs a two-step transfer on a call that was previously processed on a routing point, then the call is correctly classified as a two-step transfer. Previously, the call was classified as blind transfer in the same scenario (CCECP-633)

- When an agent performs a single-step transfer on a call that was previously processed on a routing point, then the call is correctly classified in GC. Previously, the call could not be classified as blind transfer. (CCECP-647)

December 15, 2023 (100.0.100.10)

What's New

- EXCP now supports injection of events from multi-site Engage deployments.

Resolved Issues

- This release does not contain any resolved issues.

September 29, 2023 (100.0.100.07)

What's New

- EXCP now supports injection of more Engage call scenarios into GC, including:

  - Predictive outbound campaign calls and callback calls, which are routed to agents

  - Calls with consultation transfer completed while the consultation call is on queue or on ringing agent's phone

  - Calls with complex routing scenarios where a call traverses multiple queues or even gets queued on multiple queues at the same time

> ### Important
>
> Fully automated (agent-less) campaigns and ASM dialing mode with merging two independent calls made to agent and to customer are still not supported.

Resolved Issues

- Consultation calls initiated by Engage agents and completed before the call is distributed to an agent are now marked correctly as blind transfers. Earlier, the corresponding GC conversation may be marked as Abandoned and/or the GC conversation may represent only part of the Engage call. (CCECP-620)

- Call transfers to DNs where the agent is not logged in are now ignored. Previously, the ACWQueue metric in EXCP was not decremented when a call was transferred to a DN where the agent was not logged in. (CCECP-621)

August 23, 2023 (100.0.100.06)

Resolved Issues

- Previously, when a call was transferred to a DN where the agent is not logged in, the ACWQueue metrics were not updated. Now the metrics are updated correctly. (CCECP-621)

July 28, 2023 (100.0.100.05)

Resolved Issues

- In agent-initiated outbound call scenarios, when a consultation call is established through a routing point and the agent released the call after transfer completion, the call was not released in Genesys Cloud. This issue has been resolved. (CCECP-653)

- Previously, in a two-step transfer scenario, if the customer hung up before the transfer process started, the Genesys Cloud UI showed the call as transferred instead of showing that both the main and consultation calls were released. Now, the Genesys Cloud UI correctly displays the calls as released in such scenarios. (CCECP-650)

- If an agent does a single-step transfer on a call, which was previously processed on a routing point, then the GC EX Org fails to detect it as a blind transfer in the injected conversation. This issue has been resolved. (CCECP-647)

- Previously, if an Engage call traverses multiple routing point DNs used by URS for target selection, then the corresponding GC conversation may be built incorrectly. In particular, it may be positioned as Abandoned and/or GC conversation may represent only part of the Engage call. Now, the correct routing point is shown as abandoned. (CCECP-642)

July 14, 2023 (100.0.100.04)

What's New

- This is the initial release of EX Engage Connector Conversation Provider Service (EXCP).

Known Issues

- In complex scenarios containing a Consult call made from a Consult call (Chain consult), several Consult recordings might not be injected in GIR-based deployments. (CCECP-924)

- In scenarios containing a Consult call made between two SIP servers, several Consult recordings might be injected two times (once for every participant of the Consult call). (CCECP-926)

- The Recording/Transcription Suppression settings in GC are ignored.

- During a consultation call in multi-site with direct UUI, if the customer released the call during consultation in progress, the consultation call will not be reported in GC sometimes. (CCECP-855)

- For a multi-site call, if call is routed to other and customer drops before agent answers/agent did not answer the call, then this call will be displayed as two different calls in GC. (CCECP-831)

- In multisite scenarios, when two different switches have same DN number, then one of the agent names for those logged-in DN will be picked for calls in both SIP Servers. (CCECP-821)

- In scenarios where the outbound call is made by the agent to a routing point in a different site and then routed to a customer, the customer party is represented as external routing point number instead of actual customer number. (CCECP-797)

- The internal call between two agents in multi-site environment can be wrongly represented as outbound call in GC. (CCECP-789)

- EX Engage Connector requires a call routed to an agent to go through a VQ DN, which is configured to be mapped to the GC EX Org as an ACD Queue. Call distributed to agents without involving a VQ DN (e.g. through an Engage ACD queue) may be injected into the GC EX Org incorrectly. (CCECP-643)

EX Engage Connector Operations Service

This article provides details about all 100.0.x releases of EX Engage Connector Operations Service.

- January 07, 2025 (100.0.100.05)
- June 27, 2024 (100.0.100.04)
- April 5, 2024 (100.0.100.03)
- July 14, 2023 (100.0.100.02)

January 07, 2025 (100.0.100.05)

What's New

- EXOP supports EXEC OneVM deployment mode when all EXEC components and all EXEC third-party dependencies such as Redis, WebDAV, Prometheus, and Grafana are running on the same VM.

June 27, 2024 (100.0.100.04)

What's New

- A new parameter, EXCP_GIR_HOST is included to support recording injection from GIR deployments.

April 5, 2024 (100.0.100.03)

What's New

- EXOP supports deployment, maintenance, and upgrade of EX Engage Recording Provider Service (EXRP). (CCEOPS-161)

July 14, 2023 (100.0.100.02)

What's New

- This is the initial release of EX Engage Connector Operations Service (EXOP).

EX Engage Recording Provider Service

This article provides details about all 100.0.x releases of EX Engage Recording Provider Service.

- January 07, 2025 (100.0.105.0213)
- October 30, 2024 (100.0.105.0186)
- April 5, 2024 (100.0.105.0143)

January 07, 2025 (100.0.105.0213)

What's New

- Third-party libraries are updated to address security vulnerabilities. (CCEOPS-194)

October 30, 2024 (100.0.105.0186)

What's New

- Recordings uploaded to GC are now validated for successful injection. (CCERP-656)
- Third party libraries are updated to address security vulnerabilities. (CCERP-526, CCERP-691)
- Genesys PSDK Java is updated from 900.10.6 to 900.10.9.

April 5, 2024 (100.0.105.0143)

What's New

- This is the initial release of EX Engage Recording Provider Service (EXRP).

Known Issues

- When the file name of the recording created in Engage deployment exceeds 80 characters, EXRP will not inject those recordings to Genesys Cloud. (CCERP-672)