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EX Engage Connector

EX Engage Connector Conversation Provider Service

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

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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 DN's. 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 DN's 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 DN's 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)