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# Genesys Intelligent Automation

9.0.101.00

9/22/2025

# 9.0.101.00

## Genesys Intelligent Automation Release Notes

**9.x Genesys Intelligent Automation** is part of 9.x starting in **9.0.000.01**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/29/18	Update					X

### What's New

This release contains the following new features and enhancements:

- You can now add multiple retry and timeout prompts to **Menu**, **Question**, and **Recording** blocks. To use this feature:
  - You must have the **Application Designer** role or higher. If you are not using standard roles, you must have the **configure\_number\_entry\_retry\_timeout\_prompts** permission.
  - The Default Server Setting **Prompts.RetryTimeout.MaxAllowed** must have a value greater than 1 (as of this release, the default value is 2).
  - In the application or module details page, the **Allowed number of retry/timeout prompts** must have a value greater than **1**.
- You can now use TLS v1.2 connections with Genesys servers. Refer to the [migration procedure](#) in the [Genesys Intelligent Automation Migration Guide](#) for more information.
- Support for Microsoft SQL Server 2016 databases. See the [Supported Operating Environment: Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.
- Support for Microsoft SQL Server 2017 databases. See the [Supported Operating Environment: Genesys Intelligent Automation page](#) for more detailed information and a list of all supported databases.

### Helpful Links

#### Releases Info

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

#### Product Documentation

- [Genesys Intelligent Automation](#)

#### Genesys Products

- [List of Release Notes](#)

- Integration Hub processes now allow underscores in their names. Previously, using underscores in names caused an error.

## Resolved Issues

This release contains the following resolved issues:

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The Natural Language Menu product now correctly reads slot values from Dialog Engine. Previously, Dialog Engine encountered an error when it tried to read these slot values. (SPCHSTRM-2150)

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Visual channels now correctly use the visual persona. Previously, visual channels would incorrectly use the voice persona. (SPCHSTRM-2144)

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Intelligent Automation now allows you to import the Natural Language Menu and Incident Alert products simultaneously. Previously, importing these two products simultaneously caused an error. (SPCHSTRM-2114)

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Intelligent Automation now notifies the agent of all progress in **Menu** and **Question** blocks when a customer is using a WebIVR application. This information is provided by a URL with the name of the block that is being processed. (SPCHSTRM-2101)

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## Upgrade Notes

No special procedure is required to upgrade to release 9.0.101.00.