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User's Guide

New Features

12/19/2025

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New Features

8.1.3

The 8.1.3 release of March 2013 includes the following new features:

- Ability to **load balance multiple Context Service** processes against a single database instance.
- Ability to delete Context Services customer profiles.
- Ability to merge multiple Context Services customer profiles.
- Ability to edit the Knowledge Library through PSDK/UCS ESP API.
- Documentation of the method for **grouping customer profiles in Context Services**.
- Support for client-side port functionality.
- Additional operating system and database environment support (see the Genesys Supported Operating Environment Reference Guide for a full list of supported operating systems and databases).

8.1.2

The 8.1.2 release of October 2012 includes the following new features.

- Ability to use full text search in a primary/backup environment.
- Access logging for the UCS database.
- Cache improvements to reduce memory footprint.

8.1.1

The 8.1.1 release of May 2012 includes the following new features.

- Ability to **run multiple UCS instances in a single tenant**
- New start and finish log messaging for UCS/CS archiving operations, enabling alerting in Solution Control Interface

8.1.0 Maintenance Release

The 8.1.0 maintenance release of October 2011 adds:

- Enhancements to bulk import of customer profile data:
 - Use of roles

- Log output
- Ability to restart at a specified index
- Prevention of duplicate inserts
- Ability to configure multiple listening ports in Configuration Manager
- Ability to configure TLS with ESP (Genesys External Services Protocol) in Configuration Manager
- Support of TLS connection to Configuration Server

8.1.0

The 8.1.0 release includes the following new features. These features apply to UCS/CS only.

- Bulk customer profile import—Ability to **import large amounts of profile data** using a POST query
- Service data purging—Ability to **Configuration Options Only to Schedule Pruning schedule service purging (pruning) using configuration options alone**
- Role-based access control—Control access to profiles, services, states, tasks, and other objects **Access Control using Roles**
- Security log filtering—Ability to **control printing of attached data in logs**.
- Multiple user authentication—Option to **configure login credentials per client**.
- Agent history search—Enhancement of UCS database schema enabling ability to search for all interactions handled by a specified agent, regardless of the contacts involved
- Configuration Access Layer—UCS access to Configuration Server refactored to use Platform SDK rather than Genesys Config Library
- Database encryption—Supported for **MS SQL Server 2008 and Oracle 11g**