Genesys Engage cloud Release Note

Cloud Data Download Service

5/3/2025

Cloud Data Download Service

January 16, 2020 (9.0.003.00)

What's New

Resolved issues

- CDDS now correctly runs jobs that are scheduled to run simultaneously. Previously, a job could become stuck if another job that was running at the same time failed. (CDD-1378)

September 27, 2019 (9.0.002.01)

What's New

Security and stability

- This release contains several security and stability improvements to Cloud Data Download Service.

June 04, 2019 (9.0.001.02)

What's New

Job scheduling

- You can now schedule a data export job to start at a certain date and time, and specify how often it

should run.

Progress indicator

- The **Latest Status** column now features a status bar to indicate the progress of active data export jobs. If you hover your mouse over the bar, it displays the estimated time remaining until the job completes.

August 31, 2018 (9.0.000.03)

What's New

Initial release

This is the initial release of Cloud Data Download Service (CDDS).

Cloud Data Download Service enables you to securely export and download your contact center data. The exported data files are encrypted and stored for a maximum of 30 days, during which time they are available for download. After 30 days, the files are deleted from storage.

As of this release, CDDS only supports the export and download of contacts and interaction-based data sourced from Universal Contact Server (UCS).

Known Issues

- CDDS uses Coordinated Universal Time (UTC) to calculate the start time for scheduled jobs and not the local timezone. As a result, job start times are not automatically adjusted to align with changes to the local timezone, such as for Daylight Savings Time.
  Workaround: After a local timezone change, review the start times for your scheduled jobs and adjust accordingly.