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Genesys Engage cloud Release Note

Release Notes - Genesys Engage cloud (Services Level)

5/4/2025

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To improve your experience, Genesys Engage cloud has upgraded the following components on the corresponding dates.

For information about releases after March 31, 2021, see [Genesys Engage Cloud Release Notes](#).

Tip

Click the arrows in a column heading to view items in either alphabetical or ascending/descending order.

Related Topics

- [Administrator's Guide](#)
- [System requirements](#)
- [Bandwidth requirements](#)
- [Release Management and Communications](#)

Genesys Engage cloud Component	Available Since	Latest Version
Agent Desktop v8.5	May 18, 2020	8.5.202.76
Agent Desktop v9	January 27, 2021	9.0.000.77
Agent Setup	March 25, 2021	9.0.000.82
Genesys Engage cloud APIs	March 25, 2021	
Authentication Service	November 2, 2020	9.0.000.68
Callback	March 11, 2021	9.0.043.00
Cloud Data Download Service	January 16, 2020	9.0.003.00
intelligent Workload Distribution	March 4, 2021	9.0.000.64
Co-browse	November 2, 2020	9.0.012.00
CRM Gplus Adapters	May 18, 2020	8.5.202.76
Gplus Adapter for Microsoft Dynamics 365	August 02, 2022	
Gplus Adapter for ServiceNow	July 05, 2022	
Gplus Adapter (V.9) for Salesforce	March 25, 2021	9.0.000.59
CX Contact	February 22, 2021	9.0.024.04
Designer (v8.5)	June 01, 2018	8.5.202.96

Genesys Engage cloud Component	Available Since	Latest Version
Designer	March 26, 2021	9.0.116.09
Digital Channels	March 19, 2021	9.0.000.83
Genesys Customer Experience Insights (CX Insights)	March 05, 2021	9.0.018.00
Genesys Portal	January 12, 2021	8.5.300.06
Genesys Predictive Engagement	April 8, 2020	
Genesys Predictive Routing	July 12, 2021	9.0.018.15
GVP PaaS	December 21, 2018	9.0.0
GVP Reporting	January 23, 2017	8.5.151.29
IVR Administration	October 27, 2015	8.5.200.83
Outbound	April 6, 2020	15.15.0
Platform Administration	October 29, 2017	8.5.220.47
Real-Time Reporting v8.5	August 18, 2017	8.5.106.05
Real-Time Reporting v9	September 28, 2020	9.0.006.00
Recording, QM and Interaction Analytics	January 22, 2020	8.5.510.30
Screen Recording Service	March 30, 2021	8.5.370.93
Genesys Softphone	April 23, 2021	9.0.015.04
Genesys Softphone VDI Adapter	March 25, 2021	9.0.015.03
WebRTC Media Service	October 14, 2020	9.0.000.62
Genesys Widgets	March 31, 2021	9.0.017.17
Workforce Management	August 30, 2021	8.5.218.43

Customer Care

As always, Genesys Customer Care is available to answer any questions you may have regarding this service event. If you have service issues after the service event, please contact Genesys Customer Care by opening a case in the My Support Portal, <http://www.genesys.com/customer-care>, or call Genesys Customer Care at:

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