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## Genesys Engage cloud Release Note

Outbound

5/5/2025

# Outbound

 **Note:** Not all changes listed below may pertain to your deployment.

## Important

This is legacy Outbound content. For the latest Outbound functionality, refer to [CX Contact](#).

- [April 6, 2020 \(15.15.0\)](#)
- [November 12, 2019 \(15.14.0\)](#)
- [September 23, 2019 \(15.13.0\)](#)
- [August 5, 2019 \(15.12.0\)](#)
- [June 12, 2019 \(15.11.0\)](#)
- [March 11, 2019 \(15.10.0\)](#)
- [October 17, 2018 \(15.8.0\)](#)
- [August 8, 2018 \(15.7.0\)](#)
- [June 1, 2018 \(15.6.0\)](#)
- [May 7, 2018 \(15.5.0\)](#)
- [April 5, 2018 \(15.4.0\)](#)
- [March 12, 2018 \(15.3.0\)](#)
- [February 12, 2018 \(15.2.0\)](#)
- [January 22, 2018 \(15.1.0\)](#)
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April 6, 2020 (15.15.0)

## New Features

This release contains no new features.

## Resolved Issues

- The DNC filtering option for a sub-campaign is now disabled (grayed out) when the account parameter for utilizing DNC data is set to false. Previously, this filtering option was enabled. (DVP-6246)
- It is now possible to configure an international mobile (wireless) number as the dial out destination for a remote agent. (DVP-89674)
- Validation of the channel on suppression lists now functions as expected. (DVP-89670)
- When editing a scheduled Agent State report that uses an output spec, the output spec field (drop-down box) is no longer empty and is now changed in the scheduled report edit dialog box, as expected. (DVP-89660)
- Duplicated devices no longer appear as blocked. (DVP-89659)

November 12, 2019 (15.14.0)

## New Features

This release contains no new features.

## Resolved Issues

- When viewing a sub-campaign profile all of the time zones are now displayed consistently. Previously, the time zones were not displayed consistently. (DVPU-6236)
- Security fixes for Oracle Java SE have been addressed. (DVP-89643)
- Exception errors no longer occur when scheduled report jobs are run. (DVP-89641)
- Inbound sub-campaigns now appear in the Campaign page as expected. (DVP-89628)
- Errors about text messages associated with MAX\_CALL\_DURATION no longer occur. (DVP-89564)

September 23, 2019 (15.13.0)

## New Features

This release contains no new features.

## Resolved Issues

- Research was conducted to clarify expected behavior for the Time Zone Source that was set to "Contact and Device." If Time Zone Source is set to "Contact and Device" and the derived time zones for both the contact and device are not the same, the contact attempt will be limited to the USA/Non-Geographic "safe" dialing window. However, if there are also active compliance rules governing both derived state locations for the contact and device, the attempt will be flagged as INCOMPATIBLE\_DEVICE\_CONTACT\_TZ and no attempt will be made. No subset of a safe window is created based on USA/Non-Geographic combined with any configured limiting windows for the states involved. (DVP-89615)
- List Rule performance has significantly improved under heavy load conditions (for example, when multiple large lists process against rules).(DVP-89622)
- Agents are no longer randomly disconnected from the desktop.(DVP-89624)

August 5, 2019 (15.12.0)

## New Features

This release contains no new features.

## Resolved Issues

- When an error is encountered during the process of importing a PGP key, an error message appears. Previously, the error message did not appear. (DVP-89559)
- The sub-campaign action log now includes an agent count based on the Call Center Schedule entry and not the Live Agent Count. (DVP-89576)
- Callbacks scheduled for the opening or closing of a calling window no longer fail when they are outside of the configured compliance boundary. (DVP-89577)
- An error no longer occurs when creating a new account or enterprise user. (DVP-89590)
- Only an Admin user type can now move, add, change and delete PGP keys. Previously, multiple user types were able to move, add, change and delete PGP keys. (DVP-89596)

June 12, 2019 (15.11.0)

## What's New

### Resolved Issues

- Multiple conversations can no longer be created for the same campaign-client ID combination. As a result, irregular behavior associated with subsequent conversational actions (for example, script-driven text messaging responses) no longer occurs. (DVP-89513)
- A Trigger rules list now waits for the list upload process to complete before initiating a sub-campaign. As a result, sub-campaigns are no longer empty. (DVP-89547)

March 11, 2019 (15.10.0)

## What's New

### Resolved Issues

- Multiple List Automation jobs running in tandem can now use the same specification file for the list being imported. Previously, in this scenario, the system deleted the file and returned an error during the list import process. (DVP-89459)
- An internal system error potentially affecting List Automation jobs for triggering new sub-campaigns has been resolved. (DVP-89498)
- List Automation set-up previously followed historical automation pattern matching, where file naming conventions could span list load and sub-campaign trigger events. This has been updated so that a new sub-campaign triggers only when the list is uploaded by the same List Automation job. (DVP-89507)
- An internal system error potentially affecting and ignoring contact suppression rules has been resolved. (DVP-89497)

October 17, 2018 (15.8.0)

## What's New

### Resolved Issues

- For List Automation, trigger events now adhere to the time zone specified for the List Automation job. Previously, triggered events would adhere to the account's time zone, resulting in improperly-timed triggered events. (DVP-89394)

- For Upload Rules using custom splitting, the **Selection Rule** name is now correctly applied to the <RULENAME> token in the output name format. Previously, the **Upload Rule** name, which is reserved for remainder files, was applied to the <RULENAME> token. This error resulted in duplicate file names, and the system was unable to identify the output file linked to each Selection Rule in the custom split. (DVP-89399)
- Login authentication issues have been resolved. Previously, in some cases, users were denied access because the system failed to reset the failed login attempts counter after successful authentication. (DVP-89416)
- Sub-campaigns using a Location Rule with many regions selected ( $\geq 29$  regions) will now run as expected. Previously, if the Location Rule was applied at the sub-campaign loading time and it contained a large number of regions ( $\geq 29$  regions), the system would cancel the sub-campaign. (DVP-89427)
- Completed sub-campaigns now appear in Find Done results. Previously, in some cases, some sub-campaigns were omitted. (DVP-89432)
- Previously, the user interface displayed the incorrect start time for a sub-campaign pass after the original start time for the pass was revised. This has been corrected. (DVPU-6207)
- Previously, Genesys Engage cloud Outbound users were unable to access the Scheduled Reports page. This has been corrected. (DVP-89413)

August 8, 2018 (15.7.0)

## What's New

### Resolved Issues

- On the List Automation page, the option Delete files after import has been changed to Delete files after processing. (DVPU-6205)
- On the List Automation page, the Delete files after import option (now labelled Delete files after processing) now functions as expected. Previously, when this option was enabled, empty files sometimes remained on the remote FTP site. (DVP-89383)
- If a List Automation job has been disabled or deleted, the system will stop attempting to execute the job, as expected. Previously, the system would sometimes continue to execute a job that was disabled or deleted. (DVP-89397)
- The Find Done page now displays all completed sub-campaigns, as expected. Previously, an error prevented some sub-campaigns from displaying on the Find Done page. (DVP-89296)
- The Trigger Rules feature now functions as expected. Previously, the system would sometimes attempt to load a sub-campaign without first ensuring a contact list was successfully uploaded into Engage. (DVP-89360)

June 1, 2018 (15.6.0)

### What's New

- Several compliance enhancements have been made to better enable customers to comply with Right to Access ("export") or Right of Erasure ("forget") requests from their customers. For more information about Genesys Engage cloud support for GDPR compliance, see [Genesys Engage cloud Support for GDPR](#). For general information about GDPR, see [General Data Protection Regulation \(GDPR\)](#). (DVP-89201) (DVP-89222)

### Resolved Issues

- The Campaigns dashboard now displays accurate statistics for sub-campaign passes. Previously, in some cases, the dashboard displayed zero (0) counts for all sub-campaign passes even though the database and sub-campaign reports displayed actual counts. (DVP-89249)

May 7, 2018 (15.5.0)

### What's New

### Resolved Issues

- Changes made to a List Automation schedule in the user interface now take effect immediately. Previously, in some cases, the system would continue to run any queued jobs based on the previous schedule before it would honor the new schedule. (DVP-89289)

April 5, 2018 (15.4.0)

### What's New

### Resolved Issues

- When editing List Automation schedules, you can now successfully switch between the date picker (calendar) functionality and the Crontab functionality. Previously, if you set a schedule using the calendar and then tried to edit the schedule using a cron string instead, the edits would not save and the system would not throw an error message. (DVP-89051)
- List Automation schedules have been enhanced to facilitate traversing the GMT timezone boundary. Previously, List Automation schedules could not cross a GMT boundary - the only workaround was to create multiple List Automation schedules. (DVP-88505)

- For List Automation, wildcards are no longer supported in the Minute field of a cron string, and job runs are limited to a maximum of 12 runs per hour. Previously, a wildcard in the Minute field meant that a job run would take place every minute. (DVP-89052)
- On the List Automation page, the Delete files after import option now functions as expected when the SFTP protocol is used. Previously, this option worked for the FTP protocol only. (DVP-89188)
- The List Size column on the Campaigns dashboard now displays accurate figures for On-demand sub-campaigns. Previously, for some On-demand sub-campaigns, the figure in this column was twice the size of the actual number of contacts associated with that sub-campaign. (DVP-88850)

## March 12, 2018 (15.3.0)

### What's New

#### Resolved Issues

- Contact Trace records are now sorted so that the newest records display first. Previously, if a Contact Trace returned a large number of records, the oldest records displayed first. (DVP-89048)
- Email verification for a password reset now functions as expected. Previously, verification failed for email aliases containing the character string *mac*. (DVP-89032)
- If an update to a List Automation job traverses the GMT date boundary, a context-specific error message displays at the top right-hand corner of the List Automation page. Previously, a generic system error message appeared. (DVPU-6183)

## February 12, 2018 (15.2.0)

### What's New

This release contains no new features.

## January 22, 2018 (15.1.0)

### What's New

This release contains no new features.



January 8, 2018 (15.0.0)

## What's New

### User Interface

- The Reports tab on the user interface is now accessible to all customers. Previously, access was restricted to customers with the Email or SMS channel enabled.

### Resolved Issues

- All sorting issues with the time zone list on the List Agents page have been corrected.
- For enterprise accounts, the Restrict IP addresses for sign-in to field, on the Security tab of the Settings page, now accepts up to 512 characters. Previously, the maximum was 256 characters.

November 13, 2017 (14.15.0)

## What's New

### Resolved Issues

- All readability issues with pop-over text on SMS Self-Serve scripts have been resolved. (DVPU-6127, DVPU-6126)

October 23, 2017 (14.14.0)

## What's New

### Campaigns

- **Pass Retry Options** now include the following Call Result options:
  - Answering Machine
  - Delivered Person

### Resolved Issues

- Statistics now display throughout the user interface as expected. Previously, some statistics failed to populate.

## Known Issues

There are currently no known issues.

## Archive

### **[+] Click to show archived release notes**

September 21, 2017 (14.13.0)

## What's New

### **List Automation**

- The new List Automation feature can now be used to scan FTP sites for lists matching a specified rule criteria. When a list matching the criteria is found, one of the following occurs:
  - The list is loaded into Engage as a contact list.
  - The list is loaded into Engage, which then initiates a sub-campaign.
  - Contacts within the list are appended to a suppression list.

### **User Interface**

- Customers creating a self-serve SMS campaign can now use the Test button to test an SMS script.
- On the List Rules page, all details about a rule now appear on the right-hand side of the screen when that rule is selected.

### **Resolved Issues**

- In some cases, self-serve SMS script templates and instances appeared on the On-demand Strategies page. This has been resolved.
- The Save and Cancel buttons on an SMS Edit page now function as expected. Previously, if an error occurred, the Save button would re-run the incorrect information, and the Cancel button would close the page and erase all information.

August 15, 2017 (14.12.0)

## What's New

- The new Self-serve SMS feature enables you to create and modify SMS scripts for the following types of interactions:
  - Alert
  - Surveys (three questions)
  - Opt-in (via inbound keywords)
  - Interactive

Starting in a later release, the script templates will be auto-deployed to accounts. For now, your account representative can manually load them onto your account.

July 27, 2017 (14.11.0)

## What's New

### Resolved Issues

- The trigger rule process now runs as expected in cases where multiple lists are created around the same time on accounts with multiple trigger rules (40+). Previously, in this scenario, some lists were excluded from evaluation during the trigger rule process.

June 26, 2017 (14.10.0)

## What's New

### Resolved Issues

- In some cases, new strategies created within a campaign were not be saved as templates. This has been resolved.
- The Account Manager User Interface now displays the new Genesys logo.

June 2, 2017 (14.9.0)

## What's New

### Resolved Issues

- Clicking on the name of an account in Enterprise Manager previously opened an old version of the Account Settings page in Account Manager. This has been corrected.

May 16, 2017 (14.8.0)

## What's New

### Sub-campaigns

- You can now create inbound sub-campaigns using text and web channels, as follows:
  - Text - used when you want customers to use short codes to interact with an SMS script. All interactions are handled by the SMS script and results are stored in Engage reports.
  - Web - used when you want to provide a clickable link in the text message, which then takes customers to a personalized web page. The SMS script is used to create the NanoClick URL, and an inbound script contains the web content. Results are stored in Engage reports.

### Account Settings

- The Text Settings page has been removed, and is now a tab, labelled Text Settings, on the Account Settings page. All content remains the same.

### Resolved Issues

- In some cases, the system generated empty reports. This has been corrected.
- In some cases, the company logo on the Account Manager User Interface appeared truncated. This has been corrected.

April 25, 2017 (14.7.0)

## What's New

### Reports

- Accounts with text and email channels enabled now have access to account, campaign, and sub-

campaign reports under the Reports tab.

### API

- The following new API endpoints have been added to the REST web services interface: showScript, changeCampaign, evaluateComplianceRules, and showContactBatchState.

### Resolved Issues

- All campaign statistics now appear on the Campaigns page. Previously, some statistics mistakenly appeared as 0.

April 1, 2017 (14.6.0)

## What's New

### Resolved Issues

- Contact Trace results that include recordings now display the correct campaign and sub-campaign name. Previously, the results sometimes displayed the wrong campaign and sub-campaign name.
- The safe window (allowed calling hours) for manual/on-demand calls to non-geographic time zone phone numbers (for example toll-free numbers) is now set to 12:00pm to 9:00pm EST, if the pass is set to 9:00am to 9:00pm local time. Previously, the safe window hours was mistakenly based on GMT instead of EST.
- The sub-campaign end time on the Find Done page has been corrected to show the actual end time of the sub-campaign in the time zone setting of the pass.
- If an admin user resets another user's password, the User may upload scripts and specification files option is no longer affected. Previously, this option would automatically reset once a user's password was reset.
- If a contact file or a report has a field beginning with an equals sign ("="), that field will be preceded by a single quotation mark when the file or report is exported. This will prevent that field from being interpreted as a formula when the file is loaded into Excel.

For example, a field containing:

=HYPERLINK("http://www.genesys.com", "click here") ) will be exported as

'=HYPERLINK("http://www.genesys.com", "click here") )

March 1, 2017 (14.5.2.0)

### What's New

#### **SMS and Email channels**

Outbound SMS and Email channels are now available.

Outbound Text and Email channels can be blended with existing Voice (Outbound IVR), Dialer, and Preview channels to create a multi-channel, or blended, campaign. Blended interactions enable you to leverage more than one channel to complete a single customer interaction. For example, you could schedule a service call by phone and then send an SMS reminder the day before the appointment.

#### **Notes:**

- SMS can be one-way or two-way interactive. With two-way, interactions take place between the script, via a dialogue engine, and the customer; agents are never involved.
- Email is one-way outbound only. While custom REPLY TO addresses for direct responses are supported, auto-response (dialogue engine) functionality is not supported. Inbound email is supported through eServices.
- Text and Email scripts are created in Engage. Voice scripts are still created in Designer.
- Up to 10 devices are supported.
- Existing customers must sign a contract addendum to add Outbound SMS and/or Email services.

### About Outbound for Genesys Engage cloud

Genesys Outbound for Genesys Engage cloud enables customers to create, monitor, and fine-tune proactive outbound communication using a variety of integrated channels including agent-assisted dialing (Predictive, Progressive, and Preview), as well as agentless voice messaging, SMS, and Email. The user interface offers List Management, Campaign Management, and Compliance Management controls to manage effective multi-channel outbound campaigns.