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Genesys Engage cloud Release Note

Genesys Portal

12/16/2025

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Genesys Portal

For information about the latest releases of Genesys Portal, refer to [Genesys Portal Release Notes](#).

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

- [January 12, 2021 \(8.5.300.06\)](#)
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January 12, 2021 (8.5.300.06)

What's New

- Genesys Portal now conforms to Web Content Accessibility Guidelines (WCAG) level A for users with physical limitations. (PECP-24)
- All documentation help links, Customer Care, and Training URLs were updated.
- All widget icons are replaced with new icons matching UX 3.0 guidelines.



Agent Desktop

August 24, 2020 (8.5.300.04)

What's New

- An icon for Workforce Engagement Management (WEM) hybrid integration is now available in Genesys Portal. (PECP-65)



March 31, 2020 (8.5.300.03)

What's New

- Interaction elements on the landing page can now be accessed through a keyboard by using the following keys:
 - **Tab**—to navigate forward
 - **Shift + Tab**—to navigate backward
 - **Enter**—to simulate clicking an object
 - **Up/Down arrows**—to navigate in a combo box

(PECP-45)

January 10, 2020 (8.5.300.02)

What's New

- The following third-party libraries are upgraded to their latest versions to resolve security issues:
 - The JQuery library is upgraded from version 1.11.0 to 3.4.1.
 - The Bootstrap library is upgraded from version 3.1.1 to 3.4.1.
 - The Less library is upgraded from version 1.6.3 to 3.9.0.

(PECP-13)

December 4, 2019 (8.5.001.05)

What's New

- Genesys Portal now supports German and French languages for European customers only. Users can select the appropriate language from the drop-down menu on the header. Previously, Genesys Portal did not have the user interface localized. (PECP-18)

April 10, 2017 (8.5.000.17)

Resolved Issues

- Genesys Portal now supports widget icons for Genesys applications to be visible in multiple categories. Previously, Genesys Portal supported only a single category per icon. (GH-1306)
- The copyright year shown on Genesys Portal has now been corrected to show 2017. Previously, it was showing 2014. (GH-1305)

January 13, 2017 (8.5.000.16)

What's New

New icons

- Icons for Agent Setup, Social Analytics, and Outbound Administration are now available in Genesys Portal, depending on the applications enabled for your environment.

Known Issues

There are currently no known issues.