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EX Engage Connector

EX Engage Connector Agent State Sync Service

12/19/2025

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This article provides details about all 100.0.x releases of EX Engage Connector Agent State Sync Service.

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January 07, 2025 (100.0.100.07)

What's New

- Third-party libraries are updated to address security vulnerabilities. (CCEOPS-194)

July 19, 2024 (100.0.100.06)

Resolved Issues

- The Quarkus framework is upgraded to 2.6.12 and other third-party dependent libraries to newer versions. (CCEASS-262)

July 28, 2023 (100.0.100.04)

Resolved Issues

- The agent status sync between Genesys Cloud and Engage is improved. Previously, if an agent (created in Engage) was deleted in Genesys Cloud, The agent presence was not synced correctly if that agent was recreated in Engage. (CCEASS-248)

July 14, 2023 (100.0.100.03)

What's New

- This is the initial release of EX Engage Connector Agent State Sync Service (EXAS).

Third Party Limitations

- EXAS service uses the third-party Jakarta library. As per its license recommendations, customers may modify this library in an additional image layer, but Genesys is not obligated in any way to support problems that may be introduced by this additional image layer.