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EX Engage Connector

EX Engage Connector Configuration Sync Service

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

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January 07, 2025 (100.0.100.16)

What's New

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

October 25, 2024 (100.0.100.13)

Resolved Issues

- EXEC reads STA configuration parameters related to transcription, program, and language defined both at the Org and ACD queue levels from GC and applies them to the metadata of Engage recordings injected to GC to comply with the required GC STA processing. Previously, EXEC used only its own default STA parameters for all injected recordings. (CCECS-580)

July 19, 2024 (100.0.100.12)

What's New

- EXCS now supports resource synchronization on multiple folders. The parameter SYNC_CUSTOMER_FOLDER_NAME, now supports a comma-separated list of folders which all will be synced. (CCECS-574)

Resolved Issues

- If a User Name of an Engage Person does not have a valid email format but has a valid email in either Employee ID or E-Mail fields and this user which is synced to GC will continue to be in the active state after a complete restart of Config Sync Service or restart of Redis, previously in the above scenarios the GC user goes into Inactive state. (CCECS-509)

December 15, 2023 (100.0.100.08)

What's New

- VQ DNs created under different Engage switches may have the same name. GC EX ACD queues must have unique names. To guarantee the unique queue names, EXCS adds the name of the switch as a suffix to the name of the queue during Queue mapping. The new ACD Queue format seen in Genesys Cloud will be <ENGAGE_QUEUE_DN_NAME>__<ENGAGE_SWITCH_NAME>__Engage-external.

Resolved Issues

- EXCS adds the name of the switch as a suffix to the name of the queue, previously it did not adding the switch name while queue mapping. (CCECS-528).

August 30, 2023 (100.0.100.06)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Oracle databases. (CCECS-479)

November 16, 2023 (100.0.100.07)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Microsoft SQL databases. (CCECS-547)

August 30, 2023 (100.0.100.06)

Resolved Issues

- EXEC Config Sync can now sync Engage Contact Center objects stored in Oracle databases. (CCECS-479)

August 23, 2023 (100.0.100.05)

Resolved Issues

- EXEC Config Sync service will sync only Virtual Queue DNs to Genesys Cloud. Previously, the DNs of types *ACD Queue*, *Routing Point*, *Virtual Queue*, and *Routing Queue* were mapped as ACD Queue objects and synced to Genesys Cloud. (CCECS-533)

July 28, 2023 (100.0.100.04)

Resolved Issues

- The Health API now returns a 200 OK response only when the dependent services are connected successfully; otherwise it returns a 503 response. Previously, the Health API would indicate a success even if dependent services like Config DB, Redis, and Genesys Cloud cannot be connected. (CCECS-499)

July 14, 2023 (100.0.100.03)

What's New

- This is the initial release of EX Engage Connector Configuration Sync Service (EXCS).

Known Issues

- When using folder sync with SYNC_CUSTOMER_FOLDER_NAME, when objects are moved from one folder to another, EXCS restart is required to sync the objects in the new folder.
- EXCS doesn't re-create a mapped configuration object in the EX Org if this object is manually deleted. (CCECS-503)
- EXCS doesn't remove an ACD queue in the EX Org if a corresponding DN is deleted in the Engage configuration. Instead, EXCS only unlinks the existing mapped members from such ACD queue in the EX Org. (CCECS-463)

Important

If an object mapped from the Engage configuration is deleted in EX Org, then this object is not re-created in the EX Org. The objects, are deleted in EX Org, may be re-mapped from the Engage configuration only after the clearing of the Redis cache and restarting of the Config-Sync service.