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Voice Processor

9.0.000.25

12/25/2025

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9.0.000.25

Voice Processor Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/20	General			X		

What's New

This release contains the following new features and enhancements:

- Starting with this release, Voice Processor is now generally available. For new deployments, Genesys recommends using Voice Processor instead of Recording Processor Script (RPS).
- The following new authentication parameters are added:
 - **authUserName**
 - **authPassword**

When configured, these parameters enable the Media Control Platform (MCP) to POST metadata to Voice Processor without providing credentials.
- The collection of After Call Work (ACW) data by Voice Processor is improved.

Helpful Links

Releases Info

- [List of 9.0.x Releases](#)
- [9.0.x Known Issues](#)

Product Documentation

- [Genesys Interaction Recording](#)

Genesys Products

- [List of Release Notes](#)

Resolved Issues

This release contains the following resolved issues:

In SIP Cluster environments, Voice Processor can now locate agent usernames in partial POST requests. (GIR-25987)

Voice Processor now correctly applies metadata filters during scheduled recoveries. (GIR-25715)

Voice Processor now correctly retrieves metadata for recordings being posted to Interaction Recording Web Services (RWS) and SpeechMiner. Previously, in scenarios where a call leg ended 30 or more minutes earlier than the parent call, or when the posting of metadata to SpeechMiner failed and the subsequent retrieval of metadata from Interaction Recording Web Services (RWS) also failed, certain items were missing from the metadata, such as when a party joined or left the call, attached data, and After Call Work (ACW) data. (GIR-23798, GIR-23772)

Upgrade Notes

No special procedure is required to upgrade to release 9.0.000.25.