Genesys Driver for use with Genesys Hub

9.1.004.08

5/12/2025

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Genesys Driver for use with Genesys Hub Release Notes

9.x **Genesys Driver for use with Genesys Hub** is part of 9.x starting in 9.1.000.02.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/26/19	Update			X		X

What's New

This release contains the following new features and enhancements:

- Support for `InviteToChat` ESP request. This method allows initiation of outbound chat sessions from a strategy and sending WhatsApp notification templates to customers. The `InviteToChat` request is an invitation for a customer who is using voice IVR interaction to switch to Chat or Messaging and continue the conversation. (MSGA-2403)

- A new configuration option, media-origin, that specifies the media origin assigned to interactions that are created by `InviteToChat` requests and submitted to Interaction Server by Chat Server. (MSGA-2339)

Helpful Links

Releases Info

- List of 9.1.x Releases
- 9.1.x Known Issues

Product Documentation

- Messaging Applications

Genesys Products

- List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The driver now correctly processes header cookies for HTTP responses received from Hub. (MSGA-2351)

Upgrade Notes

No special procedure is required to upgrade to release 9.1.004.08.