

ZAIDYN Orchestration Engine R27 Release Preview

Staging: June 24, 2025

This release integrates **Gen AI capabilities**, expands support for **Vault CRM** and enhances self-serviceability through features such as **Granular Validation with UI checks** and **Metadata Change Logs**.



Objective

Enable seamless integration with **Vault CRM** for product configurations and implementations.

Provide Gen AI-driven interactive assistance for instant contextual help.

Introduce Granular validation checks for cross-environment migration of suggestion configurations to enhance self-service capabilities.

Provide access to **Change History** logs for Orchestration Engine metadata configurations within self-serve user interface.



Impact



Supports **flexible connectivity options for user integration**, such as integrating valuable suggestions directly into existing workflows.

Generates precise product information retrieval through **Help Center links** which improves **troubleshooting, self-service, and productivity** for all users, including Ops Configurators.

Streamlines configuration migration by displaying relevant UI errors for **quick troubleshooting and self-correction**. **This reduces** support interactions and improves resolution time by **up to 50%**.

Reduces troubleshooting time for configuration changes by **up to 25%**, leading to **increased operational efficiency**.