



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Composer Help

Context Services 8.5 Support

12/19/2025

Context Services 8.5 Support

Starting with 8.1.440.18, Composer supports **Context Services 8.5**, which adds a group of additional capabilities that **Genesys Mobile Engagement** (GMS) provides. As a result, Composer 8.1.440.18 support for Context Services 8.5 divides into two parts:

- Support for a customer profile model (**customer profile blocks**) which is served by the Universal Contact Server API. Customer profile blocks continue to store data in the UCS Database.
- Support for a service model (**services/states/tasks blocks**), which is served by the **GMS API** (starting with UCS 8.5/GMS 8.5.1) as described in the **Context Services 8.5 User's Guide**. In Context Services 8.5, service data is stored in the Genesys Mobile Services Cassandra database. For more on this, see the **migration** section in the *Context Services 8.5 User's Guide*.

The Composer 8.1.440.18 **Context Services Preferences** dialog box reflects the customer profile and service management models.