Genesys Engage cloud Release Note

Genesys Mobile Services

12/19/2025

Contents

Genesys Mobile Services

💡 **Note:** Not all changes listed below may pertain to your deployment.

- March 8, 2018 (8.5.112.05)
- August 17, 2016 (8.5.105.12)
- Known Issues

March 8, 2018 (8.5.112.05)

What's New

Rebranding

- The interfaces have been rebranded.

Bulk options

- Support for the Bulk Cancel and Export of callback records. A new `CANCELLED_BY_ADMIN` state was introduced to make a distinction between a cancellation by an administrator as opposed to a cancellation requested by a customer.

Resolved Issues

- Callbacks in PAUSED state are now displayed in the Callback UI. (GMS-5713)

- The selection box in the **Add New Service** dialog was getting cut off for small screens. The Service Management UI now allows the user to scroll to see all selections. (GMS-5415)

- The **Advanced Options** dialog in the Callback UI now works correctly. Previously, it might have displayed the following error: `Maximum callbacks must be a number.` (GMS-5331)

- GMS now correctly updates final callback status for Callback calls. Previously, an issue sometimes occurred when, after successfully connecting a callback to a customer, an unwanted second call was placed to the same customer because the final status of the callback was not updated properly. (GMS-4797)

August 17, 2016 (8.5.105.12)

What's New

Initial release

This is the initial release of Genesys Mobile Services, a plugin for Platform Administration that gives you the tools to:

- Create and manage Callbacks

- Create and manage Business Hours

- Create and manage Capacity

- Configure Historical and Real-Time Reporting

Known Issues

- User-originated callbacks may stay in QUEUED state if the call does not occur within the configured booking expiration timeout. (GMS-5650)

- In some rare cases, the state of the callback service may remain QUEUED and may not change to COMPLETED although the callback is being executed. (GMS-2952)