GENESYS™

Genesys Mobile Services

8.5.003.02

5/14/2025

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
06/11/14	General	Under Shipping Control				X		X

Contents

New in This Release

This release is under shipping control. This section describes new features that were introduced in this release of Genesys Mobile Services.

- GMS now supports any single named tenant in a multitenant configuration.
- Single Sign-On (SSO) is now supported using the SAML 2.0 protocol.
- The IVR Callback feature now supports scenarios in which calls are held in the Orchestration Server.
- The HTML5 (Javascript) sample scenarios are now accessible through the Service Management UI.
- The embedded web server has been upgraded to Jetty 7.6.15.

Helpful Links

Releases Info

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List of Release Notes

Corrections and Modifications

This release also includes the following corrections or modifications:

In the **Service Management UI > Reporting for Callbacks**, the select boxes now work correctly when no data is available for the Target. Previously, the select boxes became disabled and the user was not able to switch to another Stat Type, such as Agent or Agent Group, even if the latter had data. (GMS-1429)

In the **Service Management UI > Reporting tab**, the graph now accurately filters out invalid data for certain times, and correctly displays the message: `No Data available for the selected time period`. Previously, an empty graph was displayed instead of the message. (GMS-1419)

In the Service Management UI, when Reporting on Callbacks or Resources and selecting `Group By Data` as `A day,` the generated graph now accurately groups the data by day. (GMS-1427, GMS-1424)

The `_chat_endpoint` option is now configurable through the Service Management UI when a Callback service is created. Previously, the option was not appearing in the UI, and had to be added manually. (GMS-1481)