GENESYS™

Genesys Mobile Services

8.5.004.05

12/22/2025

8.5.004.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
08/20/14	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.

- The GMS Callback Management User Interface now enables supervisors to manage Callback interactions including querying, filtering, deleting, and rescheduling Callbacks.

- GMS now sends push notifications automatically to the mobile device when a CometD-based chat session is inadvertently disconnected. This feature is supported with the following new configuration options:

  - _agent_timeout_notification_message

  - _customer_timeout_notification_message

- GMS iOS, Android, and HTML5 sample apps now support scheduled Callback scenarios.

- GMS now supports custom notifications through a web application server, in order to forward push notifications through a third-party messaging system other than Apple or Google. This feature is supported with the new configuration option ustomhttp.url.

- GMS deployment now supports External Cassandra instances.

Helpful Links

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Corrections and Modifications

This release also includes the following corrections or modifications:

A configuration error now displays in the GMS logs when an incorrect value is used for the _chat_endpoint option. Previously, a Null Pointer Exception (NPE) stack trace was displayed in the logs. (GMS-1577)

GMS no longer experiences a delay when starting in a production environment. Previously, GMS was taking two or more hours to start. (GMS-1533)

In the Service Management UI, the generated reports for Callback that are downloaded now accurately depict the data that is displayed in the graph. (GMS-1428, GMS-1471)

In the **Service Management UI > Reporting tab > Specify Date Range**, the chart is no longer

empty when viewed with Mozilla Firefox. (GMS-1511)

GMS now writes logs during the start-up process. (GMS-1093)

Orchestration Server (ORS) now correctly terminates requests from GMS. Previously, in some cases, requests were not terminated correctly and an error message was logged as a result of a timeout. (GMS-1431)

From a Genesys solution point of view, the GMS HTTP Basic Authentication feature on the Service, Storage, and Notification APIs can now be set up when using ORS-based services that require GMS DFM (Service, Storage, and Notification). (GMS-1404)

In the Service Management UI, when downloading reports, the reports are generated using the server's local timezone. Now, when the client browser and the GMS server are located in different timezones, the time slice used for generated reports is identical to the one specified in the client browser. (GMS-1466)

In the **Service Management UI > Reporting data** for Services, generated reports that are downloaded now accurately break-up the data as specified by the `Group By Data` entry that was selected. Previously, the reports grouped the data in slices of 15 minutes (QUARTER_HOUR). (GMS-1418)