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Genesys Mobile Services

8.5.102.11

12/20/2025

8.5.102.11

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
07/31/15	General	Under Shipping Control				X		X

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What's New

This release contains the following new features and enhancements:

Genesys Mobile Engagement

- The functionality provided by Genesys Chat and Email functions in the WebAPI Server are now available within the GMS Server. (GMS-2025)

Genesys Callback

- When starting a `WaitForTarget` strategy through the Universal Routing Server (URS) HTTP interface, Genesys Callback now provides two additional parameters, `GMS_SERVICE_ID` and `ORS_SESSION_ID`. `GMS_SERVICE_ID` can be used to add/update the user data in GMS storage that gets attached to the real interaction prior to getting routed to the agent. Previously, GMS user data could not be updated by customizing a `WaitForTarget` strategy. (GMS-2138)
- GMS now supports priority-based routing. New priority-related options let you prioritize the queued virtual interaction, as required for callback scenarios. (GMS-2175)
- Genesys Mobile Services (GMS) can now attach user data to an outbound call when the call is first created, by including the data as a parameter in the create call request. This enables more accurate reporting for the call; user data is included starting from when the data was first created. Previously, user data was attached to the call just before routing the interaction to the agent, resulting in loss of reporting information. (GMS-2275)
- Genesys Callback can now place outbound calls in a virtual queue (as specified by the configuration option `_vq_for_outbound_calls`) before routing the call to the agent. This feature allows special reporting data collection infrastructures that depend on virtual queue events to collect data for the outbound call. (GMS-2217)
- Support for URS-based dialing in GMS Callback application — you can now enable this feature by setting `_urs_ewt_estimation_method=ursdial` in your configuration. Use of this feature is highly recommended to ensure efficient use of agent resources.
Note: You must upgrade URS to 8.1.400.07 or greater if you plan to use this feature.
- Genesys Callback now provides plugins for customizing the behaviour of the system after the outbound call is made. (GMS-2158)
- Genesys Callback now supports passing the age of an interaction to Universal Routing Server (URS) — used to keep the interaction's place in the virtual call position queue. This functionality supports scenarios where a real call in the queue is converted into a callback. (GMS-2174)
- Genesys Callback now reports callback metrics through `UserEvents`. You can enable this feature in Genesys Mobile Services. When enabled, GMS sends the `UserEvents` to the configured DN. You can then configure your reporting tools to listen to the User Events for this DN and report on callback details.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Genesys Mobile Services](#)

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(GMS-2159)

- The Genesys Callback configuration option, `_ixn_createcall_hints`, now lets you pass in hints (free-form text) to the library responsible for the outbound call, in order to override the built-in default CPD behavior. Previously, you had to customize the callback application to support scenarios where specific CPD behavior was required. (GMS-2154)

Context Services

- Operational Reporting — Context Services can now provide information about how the system is being used by returning operational metrics (counts and duration) about services, states, and tasks through its HTTP API. (GMS-2430)

Resolved Issues

This release contains the following resolved issues:

Starting this release, Genesys Mobile Services now correctly sends multiple keys (as specified by the option `_urs_udata_xfer_keys`) to Universal Routing Server — URS receives all key values and attaches them to the real interaction. Previously, if you included more than two keys in the `_urs_udata_xfer_keys` option — for example, `key1, key2, key3` — GMS sent only the first value (`key1`) to URS for attachment to the real interaction. The previous workaround (providing the value using `&` as the key separator) is no longer required; you can use straight commas `,` as expected. (GMS-2418)

GMS now correctly starts when connected to a Solution Control Server (SCS) instance that switches from backup to primary in a Warm Standby configuration. (GMS-2388)

GMS now disconnects from the correct chat server instance in load balancing scenarios. Previously, GMS sometimes sent the disconnect request from the chat client to the wrong chat server instance, causing the chat session to stay open. (GMS-2407)

GMS now caches certain information, eliminating the need to frequently poll Configuration Server when chats are refreshed. (GMS-2284)

GMS now correctly frees up locked issues after the booking expiration timeout is met. Previously, GMS sometimes kept issues locked even after the expiration timeout was exceeded. (GMS-2164)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.11.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					