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# Genesys Mobile Services

8.5.102.29

12/20/2025

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## Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
12/23/15	Hot Fix					X		X

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## What's New

This release includes only resolved issues.

## Resolved Issues

This release contains the following resolved issues:

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### Callback

You can now set the `_target` option of a Callback Service to a routing point instead of a skill expression or an agent group. Previously, the redirection would have worked for agent groups and skill expressions, but not for routing points. Note that in agent preview mode, you must still set `_target` to an agent group or a skill expression. (GMS-2531)

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If you set the `_plugin_on_dial_associate_ixn` to true when configuring your Callback service, the dialed call is transferred to the plugin so that the ORS session executing the plugin functionality has full control of the interaction. The functionality specific to the interaction is then executed as attached data to ease the development of plugin using Composer. This new behavior can be disabled by setting the `_plugin_on_dial_associate_ixn` to false. (GMS-2734)

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You can now override media type for user events (preview, disposition, and reporting) by setting values for the following new GMS callback service options: `_preview_userevent_mediatype`, `_disposition_userevent_mediatype`, and `_rep_userevent_mediatype`. Previously, you could not override the media type for user events, which was set to voice by default. To override media types, you must configure the `_sip_server_app_name` and upgrade ORS to version 8.1.400.26. Note that the `_rep_userevent_switch` configuration is ignored. (GMS-2616)

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If you implement a User Terminated Callback scenario where the agent connects as first party, all relevant metrics are now reported correctly. Previously, some metrics were not reported whereas they were correctly reported if the customer was the first party to connect. (GMS-2719)

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Callback applications can now use `method=urs` on a `<session:fetch>` request when invoking the URS HTTP API. This new mechanism makes Callback agnostic of URS host information and allows ORS to send the request to known active URS. Previously, Callback would have made a server call to find the active URS and would have performed a `<session:fetch>` request using the fully qualified URL, which would have been less reliable in a failover scenario. (GMS-2746)

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## Helpful Links

### Releases Info

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

### Product Documentation

### [Genesys Mobile Services](#)

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If the callback scenario execution is about to exit, Callback sends a reporting user event with final record set to 1 and waits until the user event is sent out successfully. Previously, Callback would have queued the user event to be sent and may have terminated without waiting for the send user event operation to complete. (GMS-2770)

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If the virtual interaction for the callback request is waiting for an agent to be assigned by URS, the callback request sends a heartbeat to URS to keep looking for an available agent after every `_urs_heartbeat_interval` period (default is 90 seconds). Previously, the configuration option value was ignored and the heartbeat was sent continuously. (GMS-2771)

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In a multisite environment, if the call is routed to an agent located on a different site, the Callback application continues to execute after a delay of 10 seconds. Previously, in this scenario, after routing the interaction to the agent, the callback application would have been stuck waiting for the `interaction.partystatechanged` event. There is no change in the Callback behavior when routing to an agent on the same site. (GMS-2829)

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## Genesys Mobile Services

Now, GMS can process configuration notifications after a switch-over of the primary/backup Configuration Servers. (GMS-2703)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.102.29.

## 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					