Genesys Mobile Services

8.5.103.10

12/20/2025

8.5.103.10

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/22/16	General	Under Shipping Control				X		X

Contents

What's New

This release contains the following new features and enhancements:

Callback

- Support for Callback Historical Reporting with ICON, Infomart, and Interactive Insights.

- Callbacks are now automatically resubmitted when the Orchestration Server fails or is restarted.

- Callbacks can now wait for the answering machine beep before playing treatment to leave a message.

- Ability to configure the maximum number of days in the future that a callback can be scheduled.

- Support for Java 8.

Mobile Engagement

- Mobile samples have been updated for iOS 8 and 9

- Mobile samples have been updated for Android L

- GMS was tested with Hyper-V in Windows 2012

- Support for Java 8

Context Services

- New look and feel with responsive design in place for Journey Timeline, providing users an optimal view of services, easy navigation, customization, and interactive experience.

- Journey Timeline now includes Customer Preference Data from UCS.

- Journey Timeline now enables to search and filter data from Service, State, and Task. Users now have options to implement templates.

- Support for granular data expiration capabilities, by type of conversation (that means `service_type`).

- Journey Timeline plugin is available for Workspace Desktop Edition.

- Support for Java 8.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Product Documentation

Genesys Mobile Services

Genesys Products

List of Release Notes

Resolved Issues

This release contains the following resolved issues:

Callback

When the Orchestration Server (ORS) initializes the Callback application, GMS now sets the callback status to QUEUED and ORS no longer requests GMS to set the Callback status to QUEUED. Previously, ORS would have made an early request to set the Callback status to QUEUED that would have caused a GMS error because the GMS session was not initialized in the storage by then. (GMS-2842)

You can now reschedule correctly Callbacks that were not submitted in the desired time and you can also update the Callback lookup properties during the reschedule. For example, the `_customer_number` property can be changed. (GMS-2512)

The Callback disposition dialog is now displayed after the agent completes the Callback call. Previously, the disposition dialog would have been displayed right after a consultation call was marked done, even if the Callback call was still in progress. (GMS-2819)

Genesys Mobile Services

Now, you can stop GMS using the **Stop** and **Graceful stop** commands of the Solution Control Interface (SCI) before the shutdown timeout set in the GMS configuration. (GMS-2724)

For some custom Java statistics using periodical notification, GMS no longer raise a null pointer exception at first statistic subscription request and now returns zero instead. You must perform another request to get the real statistic value. (GMS-2558)

GMS now supports Cassandra JMX authentication. See the documentation here. (GMS-2546)

The Statistic API now supports the definition of the `username`/`password` options in the `[server]` section of GMS to authenticate Statistic API users. Note that you can still authenticate by setting a defined user in your GMS configuration. (GMS-2552)

GMS now handles Chat Servers' switch-over. (GMS-2519)

Pulse integration in GMS now works with versions 8.5.220.20 and later of Pulse. Previously, in 8.5.102.19, Pulse integration in GMS was working only with GAX versions up to and including 8.5.210.14. (GMS-2924)

The iOS sample code (version 1.4.12 and newer) is now compatible with Xcode version 7.1.1 and iOS version 9.1. (GMS-2800)

GMS no longer supports Google C2DM because the service was shut down on the 20th October 2015. (GMS-2726)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.103.10.

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					