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Genesys Mobile Services

8.5.106.14

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/21/16	General			X		X

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What's New

This release contains the following new features and enhancements:

Callback

- New Callback status-related change notification events are now available. See the [reference](#) list for details.
- New service and configuration options have been added to recover old callbacks. See the new [GMS callback](#) section and the [service](#) option reference for details.

Helpful Links

Releases Info

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

This release contains the following resolved issues:

Genesys Mobile Services

GMS now uses enhanced pulling to ensure that interactions are pulled for a specific strategy and not for a view. Because of this, GMS no longer checks to see that the interaction view is removed in the inbound chat service. (GMS-3646)

GMS can now use backup instances for ORS nodes listed in the **Connections** tab. (GMS-3848)

Pulse reporting statistics for callback outbound calls for Virtual Queues (VQ) are now set correctly. (GMS-3355)

Callback

Attached data keys for reporting are now attached to callback calls if the SCXML plugin returns `action=route_to_rp`. (GMS-3835)

The new `_on_route_done_delay` parameter now allows delays when fetching user data from a `WaitForTarget` strategy after the target was selected. This option ensures that user data is

consistently added to the interaction. Previously, user data was not always attached to the interaction. (GMS-3427)

GMS is now able to submit a callback request to another ORS URL using the list of ORS URLs set in the `_ors` service option. (GMS-3929)

Logout is now correctly handled in the Service Management UI for Firefox. In version 8.5.105.11, with Firefox, you could not log in again after logout. (GMS-3800)

Upgrade Notes

To upgrade to release 8.5.106.14 from earlier 8.5.10x.xx versions, you may have to **deploy manually** the Cassandra schemas.