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Genesys Mobile Services

8.5.106.18

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/16/16	Hot Fix			X		X

Contents

- **1 8.5.106.18**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release includes only resolved issues.

Helpful Links

Releases Info

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

Resolved Issues

This release contains the following resolved issues:

Product Documentation

[Genesys Mobile Services](#)

Genesys Products

[List of Release Notes](#)

Callback

In a User Terminated scenario, after the call is connected to the customer and if the customer hangs up before being connected to the agent, the callback disposition is now reported as `COMPLETED.ABANDONED_IN_QUEUE`. Previously, the disposition was incorrectly set to `COMPLETED.FAILED_TO_CONNECT_CUSTOMER`. (GMS-4178)

Upgrade Notes

After upgrading to release 8.5.106.18, update the DFM files as detailed [here](#) to ensure correct callback processing.