Genesys Mobile Services

8.5.106.18

5/14/2025

8.5.106.18

Genesys Mobile Services Release Notes

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

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

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.

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