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Genesys Mobile Services

8.5.108.02

12/23/2025

8.5.108.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/16/17	General			X		X

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What's New

This release contains the following new features and enhancements:

- Basic Authentication support is extended to Digital Channels API. To enable Basic Authentication for Digital Channels API, follow instructions in the [Deployment Guide](#).
- GMS now supports multiple targets for Callback.
- You can now configure a maximum limit for queued callbacks by setting either `max_queued_callbacks_per_service` in your GMS configuration or `_max_queued_callbacks_per_service` in your Callback service.
- A new callback service option `_agent_first_via_rp` has been added. If you set this option to true, the outbound call for a callback with `_userterminated_first_connect_party=AGENT` and `_agent_preview=false` will be placed from a route point instead of from the agent DN.
- Support for the [Phone Number Validation Service](#).
- Support ability for Callback bookings to automatically reject premium-rate numbers.

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

Now, GMS can start with the backup statistic server when this one is in primary mode at startup. (GMS-4640)

The default value of the callback option `_retain_session_until_ixn_deleted` is now false. (GMS-4572)

Now, callback outbound calls placed from agent DNs are properly completed. Previously, for some switch configurations, the agent disposition dialog was not displayed. (GMS-4567)

Unicode characters are now correctly returned in callback requests. (GMS-4559)

If you are not in a switchover scenario and of the connection to Configuration Server or to a Configuration Server proxy is lost, GMS now maintains the subscriptions to all of its configuration

objects (including transaction lists). (GMS-4538)

Callbacks scheduled at the top of an hour are now processed correctly. Previously, if the `_desired_time` option was set to "2017-03-03T20:00:00.000Z" for example, the callback may not have been processed. (GMS-4532)

When GMS Callback receives a `USERORIGINATED` inbound call, the Callback application now waits for the `interaction.added` event before accessing interaction data. Previously, interaction data was accessed when receiving the `interaction.present` event and the interaction data may have been unavailable due to some timing-related conditions resulting in a script error. (GMS-4478)

Now, callback outbound calls placed from agent DN's are properly completed. Previously, for some switch configurations, a callback outbound call connected to an agent may have failed to complete properly and to get `COMPLETED / AGENT_CONNECTED` as a final callback status. (GMS-4473, GMS-4464)

Now, GMS can get statistics without waiting too long for Stat Server notifications. (GMS-4058)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.108.02 as usual, then **update the DFM files** to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template (version 2.33+) from the new GMS installation directory. Start the Service Management UI and **upload** the `<GMS Installation Directory>/service_templates/callback.zip` file.

IRD Strategy `WaitForTarget` should be updated to **version 2.4+**.