



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Mobile Services

8.5.109.08

12/22/2025

8.5.109.08

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/21/17	Hot Fix			X		X

Contents

- **1 8.5.109.08**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- Support for `stat_to_check`, `stat_operator`, and `stat_value` properties for each of the targets set in the option `_target`. The system uses these properties to check the statistics and determine if the target should be expanded or if the callback should continue waiting for the same target after the timeout is reached.

Resolved Issues

This release contains the following resolved issues:

The `AttributeMediaType` parameter of the reporting user events is now set to an integer value. (GMS-5040)

For each KVP included in the user data, the callback strategy now includes a KVP in the historical reporting data, with key name set to `_CB_UD_X`, where X is the key name of the user data. (GMS-5038)

The feature for Callback multiple targets includes the following modifications and now requires an upgrade of the URS Routing Strategy to **version 2.56**.

- If you set the `clear` property to `true` for one of the targets defined in `_target`, this property now applies to that target only. Previously, the `clear` property was applied to the next target.
 - If you add more than three targets, the routing strategy can now use the fourth and fifth targets. Previously, these corresponding values provided by the callback SCXML application were not populated correctly in the URS strategy.
 - Statistics checks now occur on timeout and prior to queueing a target. Previously, statistic checks occurred only on timeout. (GMS-5047)
-

Callback no longer ends in error when the expanded callback diagnostic data is displayed for a callback with `_target` set to the expanding target format. (GMS-4930)

If the customer abandons the call before being connected to an agent, the KVP `_CB_D_CUSTOMER_CONNECTED_ WAITING_FOR_AGENT` is now correctly set. (GMS-4901)

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](#)

This release fixes the problem where the callback disposition dialog was not presented when the agent detected a busy signal and ended the call. Now, when a USERORIGINATED inbound call arrives at the GMS callback application, the application waits for the `interaction.added` event prior to accessing interaction data. Previously, interaction data was accessed on the `interaction.present` event and hence interaction data was not available in some timing-related conditions resulting in the callback session ending in error. (GMS-4478)

The `KVP_CB_DIM_DIAL_DIALOG_RESULT` now supports the values `RIGHT_PERSON`, `RESCHEDULED`, `CANCELLED`, and `TRANSFERRED_TO_RP`. Previously, only `RIGHT_PERSON` and `RESCHEDULED` were supported. (GMS-3790)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.109.08 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 from the new GMS installation directory. Start the Service Management UI and **upload** the `<GMS Installation Directory>/service_templates/callback.zip` file.

Release 8.5.109.08 requires the **download and update** of the following strategies:

- WaitForTarget version 2.5+
- SetRouteDelay version 2.1+

If you are upgrading from a version older than 8.5.109.05, you may need to modify the configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that has already appeared twice in queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to `false`.