



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

8.5.112.05

8.5.112.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/16/17	General			X		X

Contents

- [1 8.5.112.05](#)
 - [1.1 Helpful Links](#)
 - [1.2 What's New](#)
 - [1.3 Resolved Issues](#)
 - [1.4 Upgrade Notes](#)
 - [1.5 Supported Languages](#)

What's New

This release contains the following new features and enhancements:

- Support for tuning the queue priority increment in Callback scenarios where the customer dialed first. By setting a value for the new service-level option named `_urs_vq_priority_boost_on_connect`, the priority increment is applied to the voice interaction as soon as the customer is connected.
- The new option named `_max_queue_wait` enables you to configure a maximum time for the Callback virtual interaction to remain in queue waiting for an agent. When this time expires, the outgoing call will be dialed, regardless of agent availability.
- GMS can now send Mobile Push Notifications to Android devices using Firebase Cloud Messaging (FCM) if you configure the new related [fcm options](#).
- GMS Server can now print service execution time in log files if you configure the following options in the new profiler section: `enable`, `logged-classes`, `stored-classes`.
- Chat V2 with CometD was enhanced with the following features:
 - Support for [Chat Session File Transfer](#) operations, such as `fileGetLimits`, `fileUpload`, `fileDownload`, and `fileDelete`.
 - The option `enable_notification_hybrid_mode` is now deprecated. Chat sessions started over Chat API V2 with CometD API no longer allow regular requests over Chat API V2.
 - For usability purposes, the operation parameters `alias`, `userId`, and `chatId` are no longer required and can be omitted from your queries. For backward compatibility, GMS will keep sending events that include these parameters, populated with bogus values. (GMS-5546)

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](#)

Resolved Issues

This release contains the following resolved issues:

The Genesys Mobile Services Custom Callback Plugin Sample was updated and is available for [download](#). (GMS-5765)

Callbacks in PAUSED state are now displayed in the Callback UI. (GMS-5713)

Upgrade Notes

To use the new `_urs_vq_priority_boost_on_connect` option, you need to import the `GMS_URS_Strategy_85109_v2.58.zip` strategy available for download in the [Callback Solution guide](#). Further instructions are available in the [upgrade](#) section of the *Genesys Mobile Service Deployment Guide*.

Supported Languages

The following table lists the languages supported by this release.

ARA	CSY	CHS	CHT	DEU	ENU	ESN	FRA	FRC	ITA	JPN	KOR	PLK	PTB	RUS	TRK
					X			X		X					