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Genesys Mobile Services

8.5.112.05

12/20/2025

8.5.112.05

Genesys Mobile Services Release Notes

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

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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](#)

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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					