Genesys Mobile Services

8.5.207.05

5/14/2025

8.5.207.05

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	Update			X		X

Contents

What's New

This release contains the following new features and enhancements:

- A new API was added to query a Callback using its ID. See the Callback Service API for further instructions.

- Genesys simplifies GMS deployments with Cassandra by deprecating old options and introducing new ones. For further details, refer to Configure an External Cassandra.

    - The following options were deprecated: strategy-class, create-schema, and cassandra-schema-delay.

    - The following options were introduced: create-tables and secured.

- Support for filtering services by user. See Login, Roles, and Permissions and Adding your Service to Virtual Service Groups for further details.

- The Callback service no longer initializes the global variable `ActivityName`.

- In the Context Services UI, the Journey Timeline can now display a Conversation in the reverse order with latest events displayed on top of the history.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains the following resolved issues:

GMS now correctly sets the `_CB_N_CUSTOMER_ABANDONED_WHILE_WAITING_FOR_AGENT` reporting value is to 1 when the customer abandons while waiting for an agent. (GMS-7283, GMS-7295)

Now, if the system connects with a FAX machine, the Callback service recognizes the FAX machine and properly sets the `dial_result` field to FAX. Previously, when a FAX machine was connected, the Callback service set the `dial_result` field to PERSON. (GMS-7070)

Now, if the Chat Server fails to execute a request with error codes 8198, 8242, or 8224, GMS replies with the error code 249 and the message `Media Server was not able to execute request`, in addition to the **ReferenceId** information. Previously, GMS returned the Chat Server code and description received from the Chat Server. (GMS-6951)

8.5.207.05

Third-party components for the GMS server were updated to fix some Common Vulnerabilities and Exposures (CVEs). (GMS-6943, GMS-7208)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.207.05.