Genesys Mobile Services

8.5.209.02

12/20/2025

8.5.209.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/03/19	Update			X		X

Contents

What's New

This release contains the following new features and enhancements:

- Support for two cluster applications in GMS connections.

- The new [config] section enables fast configuration loading by managing configuration objects' caching in GMS. By default, only Route Point objects are loaded at startup; other objects will not be loaded except if you enable the corresponding option. See the [config] section in the *Genesys Configuration Options* guide for further details.

- Genesys introduced the following Callback Service options:

  - [General] _max_time_slots

  - [General] _state_event_delay

  - [Voice - User Terminated] _agent_preview_set_notready_reason_key

  - [Voice - User Terminated]_agent_preview_set_notready_reason_attribute

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 Callback template was updated to support the correct URL format when GMS sends accept_preview, reject_preview, and cancel_preview URLs to Workspace Desktop Edition (WDE) in agent first-preview scenarios. (GMS-7536)

GMS now correctly processes the state of CometD channels (connected/disconnected) for Chat v1 features which use CometD push notifications. (GMS-7526)

GMS is now able to redirect ORS requests after switching over the ORS primary and backup servers. (GMS-7516)

The following new service options allow to add the reason key and value to the AttributeReason field of the EventAgentNotReady message if the agent is not ready and does not accept the Agent Preview Callback when _agent_preview_set_notready_reason_attribute=true.

- In _agent_preview_set_notready_reason_key, you can specify the reason key. By default, this option's

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value is ReasonCode.

- If you configure _agent_preview_set_notready_reason_attribute=true, GMS will add the reason key and value to the `AttributeReason` field instead of the `AttributeExtensions` field. By default, this option's value is false.

(GMS-7501)

Now, when a client application subscribes to notifications from the Callback Service, the _cbe_on_service_exit notification event includes the c_last_dialed_number field. Previously, this field was missing and causing an exception processing the notification delivery. (GMS-7335)

Upgrade Notes

Further instructions are available in the upgrade section of the *Genesys Mobile Service Deployment Guide*.