GENESYS™

Genesys Mobile Services

8.5.210.02

12/20/2025

8.5.210.02

Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/31/19	Update			X		X

Contents

What's New

This release contains the following new features and enhancements:

- GMS has implemented the new _number_of_days service option to configure the number of days allowed for retrieval of query-availability responses.

Resolved Issues

This release contains the following resolved issues:

GMS now correctly handles large numbers of callback queues.
Previously GMS would not handle more than a few hundred queues (~500 on a fast architecture). In this release GMS introduces longer intervals to cope with longer processing times caused either by slow platforms or by a large number of queues (more than ~500). (GMS-7589)

You can now specify the **max_time_slots** and **number-of-days** parameters in queries for the callback strategy.(GMS-7596)

The **Disposition** dialog is now correctly reported for callback user-terminated scenarios if the customer does not answer.(GMS-7574)

GMS is now able to manage the local cluster consistency level in a Cassandra Data-Center architecture. (GMS-7562)

GMS can now manage the update and delete notifications received from the Configuration Server for RoutePoint objects that are used only in the Service Management UI. (GMS-7553)

For security reasons, FasterXML Jackson 3rd-party library was upgraded to version 2.9.8. (GMS-7523)

When GMS forwards URS requests to ORS, these requests no longer fail if their parameters are encoded in UTF-8 and include some special Unicode characters. (GMS-7369)

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

Upgrade Notes

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