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# Chat Business Process Sample

Release Notes 8.5.x

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# Chat Business Process Sample 8.5.x Release Note

**9.x Chat Business Process Sample** is part of 9.x starting in **8.5.306.05**.

This Release Note applies to all 8.5.x releases of Chat Business Process Sample. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

## Available Releases

### [+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

### Release 8.5.3:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows	OS-Indep
8.5.309.12	08/26/21	Update					X	
8.5.308.04	12/18/20	General	Under Shipping Control				X	
8.5.307.03	03/27/20	Update					X	
8.5.306.05	03/26/19	General					X	

This Release Note lists the supported operating systems for each release at a high level. For more detailed information about the supported versions for each operating system, see the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

## Discontinued Support

### [+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

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## Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Chat Business Process Sample, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)
- [Internationalization Issues](#)

## Related Resources

For additional information about Chat Business Process Sample, see the following documentation:

- The documentation related to this software is available from the [Genesys Engage Chat](#) page.
- The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [eServices](#) page in the *Genesys Supported Operating Environment Reference Guide*.

Release Notes for other Genesys components are available [here](#).

# Known Issues and Recommendations

## Chat Business Process Sample

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Chat Business Process Sample. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

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There are no known issues or recommendations for this product.

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## Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Chat Business Process Sample unless otherwise noted in the issue description.

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There are no internationalization issues for this product.

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# Release 8.5.3

## Chat Business Process Sample Release Notes

You can find links to Release Notes for particular 8.5.3 releases of Chat Business Process Sample, if available, in the tree menu on the left or in the list of [Available Releases](#).

8.5.309.12

## Chat Business Process Sample Release Notes

**9.x Chat Business Process Sample** is part of 9.x starting in **8.5.306.05**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
08/26/21	Update						X

### What's New

This release contains the following new features and enhancements:

- Workflow now demonstrates how to send ESP messages from an auxiliary internal interaction during a conference invite through either queue, skill, or group by using the InteractionId parameter in the ESP request. (CHAT-3803)
- Workflow now demonstrates how to restore a chat session from the workflow using the new ESP parameter InduceRestore. (In the **async-chat-check-and-restore** subroutine, it is called from the **async-chat-stuck-strategy** strategy.) For more information, see [Async Requirements](#). (CHAT-3790)
- Workflow now demonstrates how to send **rich messages** by using the **Userdata** Chat\_Async\_SendRichMessage: "true" when starting the chat session. For more information, see the "Testing through web chat" section in the [Chat Business Process Sample](#) article. (CHAT-3778)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

#### eServices

#### Genesys Products

#### [List of Release Notes](#)

## Resolved Issues

This release contains the following resolved issues:

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Workflow now correctly routes a chat to an agent when the agent's configured ID contains the "@" symbol. (CHAT-3789)

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## Upgrade Notes

No special procedure is required to upgrade to release 8.5.309.12.

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# 8.5.308.04

## Chat Business Process Sample Release Notes

**9.x Chat Business Process Sample** is part of 9.x starting in **8.5.306.05**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/20	General	Under Shipping Control				X

### What's New

This release is under shipping control and contains the following new features and enhancements:

- Support for Facebook Messenger functionality. (CHAT-3710)

For availability of this release, contact your Genesys representative.

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

#### [eServices](#)

#### Genesys Products

#### [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.308.04.

8.5.307.03

## Chat Business Process Sample Release Notes

**9.x Chat Business Process Sample** is part of 9.x starting in **8.5.306.05**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/27/20	Update					X

### What's New

This release contains the following new features and enhancements:

- Workflow now includes a demonstration on how to use the **PlaceOnHold ESP method** (located in `async-chat-main-strategy`), which allows the interaction to be placed on hold from the workflow. (CHAT-3628)
- Workflow now includes a demonstration on how to handle a conference, a transfer, and a consult through agent selection by the workflow (in other words, through the queue, skills, or agent group routing) located in `async-chat-x-intercom-queue` and `async-chat-x-intercom-strategy`.

**Notes:**

- In Workspace Desktop Edition, this applies to the configuration of:
  - The `intercommunication.chat.queue` option for Web Chat.
  - The `intercommunication.whatsappsession.queue` and `intercommunication.applebcsession.queue` options for messaging channels.
- For messaging channels, only the conference and transfer functionalities are available.

(CHAT-3500)

- Workflow now provides a sample strategy (`async-chat-x-outbound-strategy`, connected to `async-chat-x-outbound-queue`) for handling new outbound interactions for messaging channels like WhatsApp or Apple Business Chat. (CHAT-3499)

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

#### eServices

#### Genesys Products

#### [List of Release Notes](#)

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.307.03.

8.5.306.05

## Chat Business Process Sample Release Notes

**9.x** This is the first 9.x release of **Chat Business Process Sample**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/26/19	General					X

### What's New

This release contains the following new features and enhancements:

- **Chat Business Process** is a new component which was previously shipped with the Chat Server IP. This business process provides a sample workflow which demonstrates how to process chat interactions for both regular and asynchronous chat with different channels including web chat, Apple Business Chat, and WhatsApp. (CHAT-3414)

### Resolved Issues

This release contains no resolved issues.

### Helpful Links

#### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

#### Product Documentation

#### [eServices](#)

#### Genesys Products

#### [List of Release Notes](#)

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.306.05.