GENESYS™

Chat Server

8.5.108.03

12/20/2025

8.5.108.03

Chat Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/03/17	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Chat Server now supports push notifications about session activity via flex protocol, which is required by GMS for CometD support.

- Chat Server now provides the ability to send a direct message in a chat conference and/or coaching mode. For example, in a conference with 3 agents, an agent can send a direct message to another agent, and this message will not be visible to the third agent.

Resolved Issues

This release contains the following resolved issues:

Chat Server now correctly processes the closing of chat sessions when an ESP message is received during a chat session closure. Previously, in certain environments, chat interactions might get stuck looping after upgrading to chat server 8.5.x from 8.1.x. (ESR-12822)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.108.03.

Helpful Links

Releases Info

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

Product Documentation

Chat Server

Genesys Products

List of Release Notes