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# Genesys Driver for Use with Facebook

8.5.101.03

12/22/2025

## 8.5.101.03

### Genesys Driver for Use with Facebook Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/08/15	General		X			X	X	X

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## New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Genesys Driver for Use with Facebook.

- Agents have the ability to edit outbound Facebook posts and comments.
- The default value for the '\_facebookCanChangeVisibility' key value pair is now "false" in the interaction user data for Facebook posts on Groups and Events.
- Agents have the ability to access images and attached files by appending to the message a list of file attachments and links to images in Inbound Private Messages.
- Agents have the ability to "Like"/"Unlike" posts and comments.
- Agents have the ability to highlight and un-highlight a post.
- Agents have the ability to hide and show posts.

## Helpful Links

### Releases Info

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

### Product Documentation

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## Corrections and Modifications

This release also includes the following corrections or modifications:

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The Facebook Driver now returns the correct Post ID when an agent sends an outbound post with a picture attached. Previously, the driver returned the published picture ID instead of the Post ID, and as a result, this outbound Post could not be edited from History. (SMD-2070)

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The default values for the 'x-submit-internal-itx' and 'submit-internal-itx' configuration options are now set to "true". (SMD-2056)

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The default values for the following private message monitor options have changed:

'sampling-period': Default value 3, valid range 1 - 31536000

'sampling-time-buffer': Default value: 1, valid range 1 - 180

Note: Starting with version 8.5.101.03, these private message monitor options are configured on the monitor level only. (SMD-2050)

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Agents can no longer change the visibility and delete posts on other business Facebook pages when

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the User access token is used. (SMD-2029)

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The Facebook Driver now attempts to resubmit private messages if an error is returned from Facebook. The number of attempts and the delay between attempts are specified on the channel level using the 'x-itx-resubmit-attempts' and 'x-itx-resubmit-delay' configuration options. If you are using a private messaging monitor, the value of the delay is calculated by the value of the option 'x-itx-resubmit-delay' divided by 6. (SMD-1971)

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