Genesys Cloud API Driver for Facebook

8.5.300.04

12/13/2025

8.5.300.04

Genesys Cloud API Driver for Facebook Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/27/16	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Genesys Cloud API Driver for Facebook now works with proxies.

- Facebook Messenger is supported.

- This release implements the initial phase of managing Facebook rate limits. This helps avoid a situation in which the system exceeds the limits set by Facebook, causing processing to stop or the application to be disabled.

- Private messages now use Webhooks, minimizing the risk of incurring rate limits.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.300.04.

Helpful Links

Releases Info

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

Product Documentation

eServices

Genesys Products

List of Release Notes