Genesys Cloud API Driver for Facebook

8.5.400.67

12/22/2025

8.5.400.67

Genesys Cloud API Driver for Facebook Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/09/16	Hot Fix		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- The Driver now prints fewer messages in logs, which considerably reduces the size of log files.

Resolved Issues

This release contains the following resolved issues:

The Driver no longer downloads posts twice in scenarios where a user adds a 'like' to the post after it was received by an Agent. (SMD-3649)

If an inbound post includes a link with preview, clicking its timestamp correctly opens the Facebook public post page. Previously, clicking the timestamp opened the URL of the link in the post. (SMD-3591)

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 8.5.400.67. However, if you upgrade Genesys Cloud API Driver for Twitter to 8.5.400.53, and you have both Twitter and Facebook channels in a single Social Messaging Server, then you must also install this 8.5.400.67 release of Cloud API Driver for Facebook.