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Genesys Mobile Services

8.5.109.05

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Genesys Mobile Services Release Notes

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

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What's New

This release contains the following new features and enhancements:

- Prevent high rate callback requests in a certain period of time at the service and application levels by configuring the options `_throttle_callbacks_per_service_1`, `_throttle_ttl_1`, `_throttle_callbacks_per_service_2`, and `_throttle_ttl_2`.
- Limit the number of callback requests per customer number and per day at the service and application levels by configuring the options `_throttle_customer_number_limit` and `_throttle_request_parameters`.
- Support for the **Estimated Wait Time (EWT) query** in the Callback Service API.
- Support for **Pausing callback** by configuring the `GMS_Paused_Services` Transaction List and two new service options: `_paused_services_id` and `_paused_services_list`.
- If you create a callback in the Callback UI, the dropdown list that displays queues is now sorted alphabetically.
- GMS Digital Channels Chat V2 API introduces support for CometD operations and notifications. You can configure the option **`enable_notification_mode`** to enable notifications.
- Support for delay for the deletion of notification subscription by using the configuration option `unsubscribe-delay`.
- Disable the creation of callbacks when two are already booked for a given a customer number. By default, this feature is activated in the `_enable_in_queue_checking` option of your GMS configuration. You can also deactivate this feature per service by modifying the service option `_enable_in_queue_checking`.

Important

Set `_enable_in_queue_checking` to `false` if you wish to keep the previous Callback behavior.

Helpful Links

Releases Info

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

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

GMS now correctly updates final callback status for Callback calls. Previously, an issue sometimes

occurred when, after successfully connecting a callback to a customer, an unwanted second call was placed to the same customer because the final status of the callback was not updated properly. (GMS-4797)

If an agent selects a `retry_now` or `retry_later` disposition, the Callback is queued again and the status is updated to `QUEUED`. Previously, the status remained `PROCESSING`. (GMS-4794)

When using an Avaya switch, some timing-related conditions no longer result in the session terminating prematurely. (GMS-4793)

In a preview scenario that involves an Avaya switch, if the agent rejects the preview request for Callback, the session will wait for the next selected agent and will process the Callback normally. Previously, when the agent selected the **reject** action, Callback was no longer processing the request and eventually timed out. (GMS-4792)

The count of logged-in agents now only includes voice agents in the GMS Admin UI's callback diagnostic data. (GMS-4722)

You can now add a delay to the callback subscription deletion to be able to receive the last notification changes by configuring the option `unsubscribe-delay`. Previously, when the publish notification and the delete subscription requests were received concurrently, the subscription may have been deleted before the notification gets published. (GMS-4608)

The "waiting for next available agent" prompt is now played to the customer when the agent does not accept the transfer of the callback call. (GMS-4577)

If you are using an external cassandra cluster and TLS connection between GMS nodes, the **Monitor** panel of the Admin UI now correctly shows the GMS nodes in alive status (green). (GMS-4412)

For security reasons, stack traces have been removed from GMS HTTP Response. Stack Trace messages are still available in GMS logs in debug mode. (GMS-4327)

The callback SCXML now parses correctly the option `_plugin_on_dial_invoke_on_call_failed`. (GMS-3359)

Upgrade Notes

If you are upgrading from 8.5.104 or earlier, install release 8.5.109.05 as usual, then **update the DFM**

files to ensure correct callback processing.

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template (version 2.33+) from the new GMS installation directory. Start the Service Management UI and **upload** the <GMS Installation Directory>/service_templates/callback.zip file.

IRD Strategy WaitForTarget should be updated to **version 2.4+**.

If you are upgrading to version 8.5.109.05, you may need to modify the new configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that is already two times in queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to false.