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Genesys Mobile Services

8.5.202.03

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Genesys Mobile Services Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/29/18	Update			X		X

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What's New

This release contains the following new features and enhancements:

- [Advanced Security Documentation](#) is now available.
- GMS Admin UI now supports [Contextual Help](#).

Helpful Links

Releases Info

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

Product Documentation

[Genesys Mobile Services](#)

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Resolved Issues

This release contains the following resolved issues:

When an Outbound customer call reaches a FAX machine, the results from the call is now correctly set as **FAIL_FAX_REACHED**. (GMS-6771)

GMS node now correctly enables ADDP on persistent connection with the Chat Server when ADDP is specified in Connection Properties. Previously, ADDP was not enabled even if it was configured. (GMS-6744)

The Japanese language pack has been updated with additional fields. (GMS-6697)

The Callback panel now correctly displays callback queue positions when the target queue is named using complex character sets such as Korean. (GMS-6634)

GMS now forces a remote Firebase server to close connections. (GMS-6621)

VOICE-WAIT-USERORIG callback now correctly completes with the "FAIL_INBOUND_TIMEMOUT" reason after `_booking_expiration_timeout` is expired. Callback no longer becomes in QUEUED state with "Position in queue: Not in queue". (GMS-6591)

Operations for the Statistic Server 'close channel' event are now completed when the 'open channel' event starts processing. (GMS-6583)

Callback now handles the case when an agent rejects or fails to respond within the

_agent_preview_timeout in Agent Preview mode.

- If the _agent_preview_timeout expires (meaning Agent did not accept/reject invitation), the agent is optionally forced Not-ready status, with configurable reason code.
- If the Agent explicitly rejects the Preview invitation, that agent is excluded from further consideration as a target for this callback.

Note that the virtual interaction remains in the queue until confirmation received from agent desktop. (GMS-6536, GMS-6372)

For USERORIGINATED callbacks scheduled with a booking expiration timeout, GMS status is no longer set to COMPLETED(FAIL_INBOUND_CALL) when the booking expiration timeout is exceeded while waiting for an agent after customer confirmation. (GMS-6460)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.202.03.