Genesys Mobile Services API Reference

New in This Document

12/15/2025

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The following topics have been added or changed in the GMS 8.5.201.04 release:

- The Delete Callback query has been added to support the Forget Me (GDPR) Scenario.
- The Read Receipt query has been added to the Chat v2 and Chat v2 Comet D APIs.

The following topics have been added or changed in the GMS 8.5.200.07 release:

- The Start or Schedule Callback query can now redial a COMPLETED callback by submitting its ID.
- The Callback Services and Stat Service API query now return detailed information in errors.
- The EWT APIs have been modified.