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Genesys Mobile Services API Reference

New in This Document

12/15/2025

New in This Document

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.