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Genesys Mobile Services

[Change History](#)

12/16/2025

Change History

The following options have been added or changed in version 8.5.211.02:

- Option `_enable_notification_reminder` was modified.
- Option `_notification_reminder_buffer` was modified.

The following options have been added or changed in version 8.5.210.02:

- The `_number_of_days` option was introduced.

The following options have been added or changed in version 8.5.209.02:

- The `config` section was introduced.
- The `_max_time_slots` option was introduced.
- The `_state_event_delay` option was introduced.
- The `_agent_preview_set_notready_reason_attribute` option was introduced.
- The `_agent_preview_set_notready_reason_key` option was introduced.

The following options have been added or changed in version 8.5.208.09:

- The `_urs_vq_priority_min` option was introduced.
- The `_urs_vq_priority_max` option was introduced.
- The `_urs_extension_data` option's documentation was updated.

The following options have been added or changed in version 8.5.207.05:

- The `strategy-class` option was deprecated.
- The `create-schema` option was deprecated.
- The `cassandra-schema-delay` option was deprecated.
- The `create-tables` option was introduced.
- The `secured` option was introduced.

The following options have been added or changed in version 8.5.205.01:

- The `_urs_ewt_vq` option was modified.

The following options have been added or changed in version 8.5.203.02:

- The `native-port` option was introduced.

- The port was deprecated.

The following options have been added or changed in version 8.5.202.03:

- The `_urs_extension_data` option was introduced.
- The `enable-contextual-help` was introduced.

The following options have been added or changed in version 8.5.201.04:

Callback

- The `_agent_preview_timeout_set_notready` option was introduced.
- The `_agent_preview_set_notready_reason` option was introduced.
- The `_agent_first_via_tg` option was introduced.
- The `_trunk_group` option was introduced.

The following options have been added or changed in version 8.5.200.07:

Callback

- The `_statistic_ewt_upper_bound` option was introduced.
- The `_fix_plus_on_int_phone_numbers` option was introduced.
- The `_enable_reject_out_of_office_hours` option was introduced.
- The default value of `_returned_keys` was modified.

GMS Configuration

- The following options were added to configure the **Services and Tools** panel introduced in this release: `enable-config`, `enable-downloadaddfm`, `enable-logger`, `enable-logger-error`, `enable-metrics`, `enable-patterns`, `enable-resources`, `enable-sample`.

The following options have been added or changed in version 8.5.114.09:

Callback

- The `_filter_keys` option was introduced.
- The `_returned_keys` option was introduced.
- The `_target` option was modified.

GMS Configuration

- The `fcm.body` option was introduced.
- The `fcm.title` option was introduced.
- The `debug.fcm.apiKey` option was introduced.

- The options of the **lab** section were moved to the **features** section.

The following options have been added or changed in version 8.5.112.05:

Callback

- The `_max_queue_wait` option was introduced.
- The `_urs_vq_priority_boost_on_connect` option was introduced.

GMS Configuration

- The `enable_notification_hybrid_mode` option was deprecated.
- The `enable` option was added.
- The `logged-classes` option was added.
- The `stored-classes` option was added.
- The `fcm.apiKey` option was added.
- The `pushEnabled` option was modified.

The following options have been added or changed in version 8.5.111.08:

- The default value of `_throttle_request_parameters_limit` was modified.

The following options have been added or changed in version 8.5.111.04:

GMS Configuration

- The `callback_column_alias` option was introduced.
- The `_enable_throttle_header_parameters` option was introduced.
- The *No results* option was introduced.
- The `filter-keys` option was introduced.
- The `returned-keys` option was introduced.
- The `enable_notification_hybrid_mode` option was introduced.
- The `max_message_size` option was introduced.
- The `enable-bulk-cancel-and-export-callback` option was renamed `disable-bulk-cancel-and-export-callback`.

Callback Service

- The `_enable_throttle_header_parameters` option was introduced.
- The `_enable_in_queue_checking` option was modified.

The following options have been introduced or modified in version 8.5.110.07:

GMS Configuration

- The version option was modified.
- The enable-bulk-cancel-and-export-callback option was introduced.

Callback Service

- The `_throttle_request_parameters_limit` option was introduced.
- The `_request_ewt_service` option was introduced.
- The `_throttle_customer_number_limit` option was discontinued.
- The `openmedia.<service-name>` section was added.

The following options have been added or modified in version 8.5.109.08:

Callback

- The `_target` option was introduced.

The following options have been added or modified in version 8.5.109.05:

GMS Configuration

- The `enable_notification_mode` option was introduced.

The following options have been added or modified in version 8.5.108.02:

GMS Configuration

- The `disable_authentication` option was introduced in the **chat.<service-name>** section.
- The `username` option was introduced in the **chat.<service-name>** section.
- The `password` option was introduced in the **chat.<service-name>** section.
- The `disable_authentication` option was introduced in the **email.<service-name>** section.
- The `password` option was introduced in the **email.<service-name>** section.
- The `username` option was introduced in the **email.<service-name>** section.

The following options have been added or modified in version 8.5.104.04:

GMS Configuration

- The **default_chat_endpoint** option from the **chat** section and the **chat_endpoint** option from the **chat service** section were renamed to **endpoint**.
- The `escape_html` option from the **chat** and **chat service** sections was deprecated and should not be used. The default value was changed to `false`.
- The `typing_preview` option was introduced.