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# Gplus Adapter for Siebel CRM Voice Component

8.5.000.05

12/20/2025

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# 8.5.000.05

## Gplus Adapter for Siebel CRM Voice Component Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/19/20	General			X		X

### What's New

This release contains the following new features and enhancements:

- Support for Siebel CRM IP 2017, IP 2018 and IP 2019. Use the content from the IP2017 folder for the deployment on the mentioned Siebel versions. (GPSBL-5428)
  - On 12/16/21, Genesys confirms support for IP 2020 and IP 2021.
  - On 11/07/22, Genesys confirms support for IP 2022 and IP 2023.
- Selective protection of sensitive data is improved with the ability to hide T-Library data like DTMF (for example, digits) in Logs. (GPSBL-5433)
- For the OpenUI mode only, the After Call Work (ACW) timer enables agents to see their remaining after call work time. (GPSBL-5039)
- Support for the following operating systems. See the [Gplus Adapter for Siebel CRM](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information. (GPSBL-5487, GPSBL-5551)
  - Microsoft Windows Server 2019
  - Red Hat Enterprise Linux 8
- The following operating systems are no longer supported:
  - All AIX versions
  - All Solaris versions
  - Red Hat Enterprise Linux 5
  - Windows Server 2008

### Helpful Links

#### Releases Info

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

#### Product Documentation

[Gplus Adapter for Siebel CRM](#)

#### Genesys Products

[List of Release Notes](#)

- See also the [Discontinued Support](#) section for discontinued operating systems starting with this release.

## Resolved Issues

This release contains no resolved issues.

## Upgrade Notes

No special procedure is required to upgrade to release 8.5.000.05.