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Genesys Web Engagement Server

8.5.000.11

12/20/2025

8.5.000.11

Genesys Web Engagement Server Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/30/15	General			X		X

Contents

- **1 8.5.000.11**
 - 1.1 Helpful Links
 - 1.2 What's New
 - 1.3 Resolved Issues
 - 1.4 Upgrade Notes

What's New

This release contains the following new features and enhancements:

- **Simplified Architecture**—Web Engagement 8.5 replaces the former Frontend and Backend Servers with a consolidated Web Engagement server that simplifies deployment and enhances performance.
- **External Cassandra Support**—Genesys Web Engagement 8.5 can store data in an external Cassandra cluster.
- **Multiple Simultaneous Engagements**—Previous releases of Web Engagement allowed one engagement offer for a visitor at a time. For example, if a chat was ongoing, enterprises would not be able to send another offer—such as an ad, a reminder, or a notification—to that visitor until the existing chat offer ended. Web Engagement 8.5 now supports multiple offers.
- **Monitoring API Enhancements:**
 - **Single Page App Support**—Monitoring API (`_gt.push`) is enhanced to mimic page transitions within a Single Page Application.
 - **Dynamic Categories**—Web developers can now programmatically pass category information to dynamically categorize their website rather than relying on static categories.
- **Business Calendar Support**—A business calendar is a set of rules that define working days and hours, and holidays. It can be used in rules to perform date and time calculations, taking into account the working schedule of the business.
- **Advanced Reporting Dashboards**— Web Engagement Server 8.5 comes with set of Pulse-based templates that allow you to build a report on top of the data collected by Web Engagement, including geolocation, so that you can better understand web user behavior and the engagement summary. Mentioned templates are supposed to be used in conjunction with Web Engagement Reporting Server.
- **Other Features:**
 - **Keyboard Events**—In version 8.5, you can configure the monitoring agents to trigger inactivity based on mouse events only, or based on a combination of keyboard and mouse events.
 - **Mutual TLS** with other Genesys servers is now supported.
 - **Workspace Web Edition** has been enhanced with a Web History view to support cloud customers once Web Engagement is supported in Genesys Engage cloud.
 - A new Missed Opportunities interaction queue has been added to track those web users who qualified for an assisted service engagement like Chat, but could not be served due to lack of agent availability.

Helpful Links

Releases Info

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

Product Documentation

[Genesys Web Engagement](#)

[Genesys Products](#)

[List of Release Notes](#)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

If you are upgrading from an earlier release, contact your Genesys Customer Care representative.